

Job Profile Information: Homelessness Prevention Adviser

Role Purpose:

To deliver on the council's Homelessness and Rough strategy and Placement Policy through the provision of a first class housing advice and options service, whilst meeting Statutory Homelessness Reduction Act legislative requirements and working effectively with stakeholders using early intervention and prevention strategies.

To support the private rented sector strategy through improving resident's housing conditions and sustaining tenancies.

Example outcomes or objectives that this role will deliver:

- Achievement of challenging targets for homelessness prevention through provision of first class housing advice and the widest range of housing options.
- Ensure through casework with applicants and landlords/agents and wider joint working that tenancies set up via Camden's PRS access schemes are sustainable and are sustained for as long as possible.
- Help people to avoid needing temporary accommodation and to leave it when placed as quickly as possible so that Camden has one of the lowest rates of households living in temporary accommodation in London.
- Completion of high quality, timely and accurate assessments in accordance with the Housing Act 1996 Parts VI (including a caseload of statutory Part VI reviews) and VII, Code of Guidance, caselaw and the council's strategies and policies (especially the homelessness placement policy and housing allocations scheme).
- Provide a casework service that contributes to improved wellbeing, resilience and reduced poverty through activities such as preparing prospective private renting tenants to sustain their new home.
- Ensure the needs of vulnerable children and adults accessing the service are met through the identification and addressing of support and care needs
- Protect Council resources by detecting and preventing fraud.
- Work closely with colleagues to spot patterns and trends in applicants demands and needs and contribute to monitoring the overall effectiveness of the homelessness prevention team in meeting purpose;
- To support and coach colleagues in the team.
- To understand what Homelessness applicants need and want and consider how best to deliver this. To understand patterns in demands and unblock barriers getting in the way of this work.
- To develop skills and knowledge in one or more key areas to meet homeless applicants needs. To support applicants to solve problems at their root cause to build future strength in our communities and individuals; Actively learning from situations and highlighting to senior staff members any gaps in service or skills and actively engage in improvements.
- To focus on efficient case work to enable maximisation of early prevention and appropriately working in partnership with other officers, services and organisations
- To work closely with partnerships with other agencies, teams and colleagues to deliver a service consistent with customers' changing needs; In conjunction with Community Safety and partner organisations, address anti-social behaviour problems in relation to applicants and contribute towards improving local community safety/SNT/mental health trust/ASC. To liaise appropriately with specialist support services and contribute to joint working; this includes attending external and internal case work meetings and other relevant panels or meetings, including attending MARAC meetings and contributing to inform external bids for specialists roles and pilot initiatives.
- To promote and engage in Reflective practice and TAM principles in working with homeless applicants
- To utilise data and system reports to effectively complete Homelessness prevention adviser case work accurately and in line with legislative requirements to ensure the correct and timely submission of Hqlic reports to central government to ensure funding continues and of supply of suitable homes for the needs of homeless applicants
- Effective understanding of relevant policies and procedures in support of delivery of early prevention and the HRA statutory requirements.

- Ensure achievement of challenging targets within defined timescales, for helping families to make positive moves from temporary accommodation, through provision of first class housing advice and support with the widest possible range of housing options.
- Ensure that through proactive, strengths based casework and joint working, personalised move on plans are actioned for households to move seamlessly and successfully, at the most appropriate time, to an affordable home suitable for their needs that is sustainable
- Identify and addresses, directly and by appropriate referral, the families support, health, care, education, employment and other related needs
- Complete investigations and case work of alleged offences under the Protection from Eviction Act 1977 Housing and Planning Act 2016 and other relevant legislation for private Rented tenancies (non HMO)

People Management Responsibilities:

Not applicable

Relationships;

- Ability to work proactively and collaboratively with colleagues within and beyond the team to ensure that Homeless Applicants receive the best possible overall service. Including attendance at safeguarding and collaborative case based meetings such as TAM (Tam Around Me) and Family Group Conferences
- Strive to achieve objectives and follow instructions set by Managers.
- Ability to identify patterns in barriers and obstacles to the work and work collaboratively with peers and senior colleagues to contribute to ideas of improvements.
- Routinely put forward ideas for service improvement.

Work Environment:

- The role will mainly be based at 5 Pancras Square
- Home working is available in agreement with your Manager.
- Visits will be necessary, as required, to customers.

Technical Knowledge and Experience:

- No formal qualifications are required but a high standard of general education attainment is beneficial.
- At least one year's experience of helping people with housing problems.
- Detailed working knowledge of Housing Act 1996 Parts VI and VII along with the ability to draw upon case law are essential.
- Working knowledge of related legislation such as Protection from Eviction Act, environmental health legislation and welfare benefit legislation.
- Working knowledge of data protection legislation and information sharing protocols
- A high level of ICT literacy is required