

Job Profile Information: Homelessness Prevention Adviser

This supplementary information for Homelessness Prevention Adviser is for guidance and must be used in conjunction with the Job Capsule for Housing and Tenancy Job family at Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To prevent homelessness by providing the highest standard of housing advice and assistance with appropriate housing options in accordance with the homelessness accommodation strategy and placement policy.

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
- Identify and address equalities needs of customers.
- Protect Council resources by detecting and preventing fraud.

People Management Responsibilities:

Not applicable

Relationships:

- Ability to work proactively and collaboratively with colleagues within and beyond the team to ensure that customers receive the best possible overall service.
- Strive to achieve objectives and follow instructions set by Managers.
- 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 caselaw are essential.
- Working knowledge of related legislation such as Protection from Eviction Act, environmental health legislation and welfare benefit legislation.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Structure Chart

Housing Needs Group Structure Chart (with effect from) October 2016

