

Job Description

Department:	Place & Economy
Division/Section:	Housing
Job Title:	Early Help and Prevention Assistant
Grade:	7
Reports to:	Team Leader First Contact & Early Help / Team Leader Prevention
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD TL1[Team Leader - First Contact & Early Help Grade 12] --> FCO[First Contact Officers x 4 FTE Grade 5] TL1 --> EHO[Early Help Officers x 8 FTE Grade 9] EHO --> EHA[Early Help Assistants x 5 FTE Grade 7] TL2[Team Leader - Prevention Grade 12] --> PO[Prevention Officers x 7 FTE Grade 9] PO --> PA[Prevention Assistants x 3 FTE Grade 7] </pre>
CRB Check applicable?	Enhanced <input type="checkbox"/> <input checked="" type="checkbox"/>
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Line Management responsibility for:	No. of direct reports: 0 No. of indirect reports: 0
Size of budget:	Staff Budget: 0 Service Budget: 0

<p>Job Purpose:</p>	<p>To provide support to Early Help, Prevention and Pathway Officers to enable them to focus on preventing and relieving homelessness.</p> <p>Administer and monitor progress of personalised housing plans including liaisons with partner agencies. Ensuring that information and actions are completed in a timely manner with a primary focus on preventing and relieving homelessness.</p> <p>To assess housing register application in line with the Allocations Policy.</p> <p>To liaise with applicants to ensure that all relevant information is provided including income and expenditures, bank statements, support agencies, medical needs, GP summary and is recorded correctly on the jigsaw system.</p> <p>To refer to agencies as requested by the Early Help and Prevention Officer.</p> <p>To move homeless cases through the system as directed by the Early Help and</p>
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Main Duties and Responsibilities:

1. To support in making homelessness the unacceptable outcome no matter how challenging the circumstances presenting the Council and partners.
2. To facilitate and arrange the meeting to agree personalised housing plans with partners and the applicant and monitor and update these to ensure that they are effective.
3. To work with partners to ensure the best outcome for the applicant with a focus on support and preventing and relieving homelessness.
4. To support the Early Help and Prevention Officers in the administrative tasks related to the applicant's approach to Homelessness Services and collating of information.
5. To promote and contribute to the development of the 'One Team' philosophy and approach to service delivery.
6. To liaise with customers to ensure that information is provided and uploaded to the system to enable assessments to be made under Homelessness Reduction Act 2017 including the completion of actions under the personalised housing plan.
7. To ensure that homelessness cases are in the correct position on the system in line with service standards.
8. To assess housing register applications in accordance with the Allocations Policy.
9. To facilitate extra bedroom requests and medical assessment forms.
10. To review housing register applications where requested.
11. To refer customer's to partners as requested by the Early Help and Prevention Officer.
12. To drive the council's reduction of temporary accommodation expenditure by ensuring that all other avenues are explored, and customers are diverted away from its use.
13. To support with the administration of prevention and relief activities including Discretionary Housing Payment and Rent Deposit Scheme and Homelessness Prevention funds.
14. To provide excellent customer service to all internal and external customers in line with the Council's commitment to Customer Service Excellence.
15. To participate as a team member who encourages, enables and supports.
15. To demonstrate the following behaviours:

Respect & Dignity for All

- Is open, honest and courteous
- Teamwork and Co-operation
- Participates as a team member and encourages, enables and supports colleagues.
- Effective Communication
- Communicate effectively with others
- Actively Listens and Shares
- Customer Focused
- Responds to customer needs
- Addressing customer needs by adding values
- Understands Other People's Perspectives
- Communicates and agrees targets
- Understands and Delivers
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Generic Responsibilities:	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>

Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>		
DATE:	07/10/22	COMPLETED BY:	SH

Person Specification

JOB TITLE:	Early Help and Prevention Assistant	POST NO:	TBC
GRADE:	TBC	DEPARTMENT:	Housing Needs
HOURS	37		
DIVISION:	Housing Needs	DIRECTOR:	Adrian Chapman
DATE:	5/10/22	COMPLETED BY:	Sarah Hebblethwaite

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Understanding of current Housing legislation and housing related issues. Understanding of the “One Team” philosophy and approach to service delivery.</p> <p>Knowledge of Customer Service Excellence or equivalent</p> <p>Knowledge of welfare benefits and support agencies</p>	Experience of using Housing Partners Jigsaw application.

SKILLS & ABILITIES	<p>Effective interpersonal skills to communicate effectively face to face, orally and in writing with a range of people including homeless persons, landlords, GP's, social workers, probation, police.</p> <p>Ability to deal sensitively with people who are in difficult or stressful situations.</p> <p>Administration skills. Ensuring that accurate, confidential records are made and compiling clear and concise reports on homeless cases.</p> <p>Ability to act on own initiative and be committed to working in a team environment and providing support for team members.</p> <p>Ability to work with support agencies to take responsibility for their actions within the Personalised Housing Plans and through support plans.</p> <p>Ability to work co-operatively in a team to achieve prescribed objectives.</p> <p>Strong self-motivation and an ability to work with a minimum of supervision to tight deadlines.</p> <p>Ability to work co-operatively in a team to achieve prescribed objectives.</p>	
	Ability to work to clear guidelines and targets.	
EXPERIENCE	<p>Experience in a housing association or local authority Housing team.</p> <p>Dealing with customers in difficult situations.</p> <p>Working in within the parameters of the Housing Act 1996 Part VI</p> <p>Monitoring and maintaining computer records.</p>	
QUALIFICATIONS	5 X GCSE's Grade C and above or equivalent	

PERSONAL CIRCUMSTANCES	<p>Able to work outside of normal office hours including occasional weekends and bank holiday (A&I)</p> <p>Willingness and ability to travel in line with requirements of the post (A&I)</p>	
EQUALITY	<p>Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)</p>	
CUSTOMER CARE	<p>Knowledge and understanding of effective customer care (A & I)</p>	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation,(W) Written Test.]