


Job Description

Department:	Place & Economy
Division/Section:	Housing
Job Title:	Pathway Officer
Grade:	8
Reports to:	Team Leader - Pathways
Organisation Chart: Show immediate manager and any jobs reporting to this post.	 <pre> graph TD TL["Team Leader - Pathways Grade 12"] --> PO["Pathway Officers x 7 FTE Grade 8"] TL --> RSO["Rough Sleeper Accommodation Support Officers x 2 Grade 8"] TL --> PRS["PRS Accommodation Lead Officer TBC - Indicative Grade 10"] PO --> PA["Pathway Assistants x 2 FTE Grade 7"] </pre>
CRB Check applicable?	Enhanced <input type="checkbox"/> <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

Job Purpose:	<p>To deliver the choice-based letting scheme in line with the Allocations Policy.</p> <p>To match households who are homeless or threatened with homelessness with available accommodation; both temporary and permanent. Including social housing, private rented sector and supported accommodation and temporary accommodation placements.</p> <p>To administer the rent deposit scheme, including making requests for payments, signing off repayment agreements and noting on the correct systems.</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 liaise with support agencies to manage applicant expectations and provide actual</p>
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Main Duties and Responsibilities:

1. To support in making homelessness the unacceptable outcome no matter how challenging the circumstances present the Council and partners.
2. To deliver the Choice Based Lettings Scheme and allocations functions in line with the Peterborough Homes Allocations Policy.
3. To facilitate and arrange viewings and introductions for clients with the aim of resolving their homelessness.
4. To work with partners to ensure the best outcome for the applicant with a focus on support and preventing and relieving homelessness.
5. To ensure a smooth transition for households through the temporary accommodation provision. Ensuring accommodation is allocated to the household whose needs would be best met.
6. Ensure that all accommodation allocated meets the requirements of the suitability of accommodation order 2012 and any local policies.
7. To provide administrative support for the rent deposit scheme, Discretionary Housing Payments and homelessness prevention payments.
8. To promote and contribute to the development of the 'One Team' philosophy and approach to service delivery.
9. Develop and maintain positive relationships with accommodation providers to ensure that accommodation is maintained and managed to a good standard.
10. To liaise with customers to ensure that information is provided and uploaded to the system to enable discharge of statutory duties under Homelessness Reduction Act 2017 including the completion of actions and offers and viewings made.
11. To refer customers to support agencies to assist them in managing their accommodation.
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 behaviors:
 - 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

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.</p> <p>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>	<p>Experience of using Housing Partners Jigsaw application.</p>
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>Experience of the private sector housing market.</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	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[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.]