

**WOKING BOROUGH COUNCIL  
JOB PROFILE**

**Job Description**

**Job Title:** Housing Options Officer

**Pay Grade:** W3-W4

**Directorate:** Communities

**Team:** Housing Options

**Reporting to:** Housing Options Team Leader

**Budgetary Responsibilities:**

- Staff - £N/A
- Other Direct - £N/A •
- Other Indirect – £N/A
- Total £N/A

**Job Purpose:**

Work collaboratively with service managers, housing colleagues, contractors and customers providing a one team, customer centric approach to service delivery and ensuring the Housing Service is delivered to the highest standard.

To provide advice, information and assistance on all housing issues and options to any person who approaches, or is referred to, the Council to enable them to improve or maintain their housing situation and above all, prevent homelessness.

As a last resort, to investigate applications under current Homelessness legislation and make decisions around prevention/relief/full duties.

**Main Tasks:**

1. To prevent homelessness wherever possible using a range of options and initiatives.
2. To provide good quality advice, information, and assistance to enable the prevention and/or delay of homelessness by being available in person, by telephone, written advice and visiting households wherever necessary and liaising with private landlords.

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3. To enable and facilitate mediation between landlords and tenants, parents/relatives in family relationship breakdowns to prevent homelessness.
4. To give guidance regarding welfare benefits and income maximisation.
5. To carry out and keep up-to-date individual assessments and Personal Housing Plans with all clients, including those at risk of, or claiming illegal eviction and/or harassment to enable them to secure their rights to housing wherever possible.
6. To advise and support clients by any suitable means such as attending Court Hearings to prevent homelessness.
7. To acquire and maintain up-to-date detailed knowledge of relevant Housing legislation, including current case law and to keep clear, up-to-date and accurate written and electronic records, maintaining confidentiality and security of information.
8. To liaise closely and effectively with both internal and external colleagues; to refer clients where appropriate to other professionals/agencies; to attend meetings as necessary and respond to enquiries in accordance with confidentiality policies and procedures.
9. To prepare reports as required by senior officers, and assist in the review of decisions by obtaining additional information and preparing case summaries.
10. To interview all applicants, carry out enquiries, investigate and make decisions regarding Prevention/Relief/Full Duties, at alternative locations as necessary; ensuring that supporting information and evidence is available to substantiate the decision in each case.

**People Management: N/A**

**Service Management: N/A**

**Financial Responsibility: N/A**

**Other Responsibilities: N/A**

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**Person Specification Key:**

E = Essential, D = Desirable,

A = Application Form, I = Interview, P = Presentation, T=Test

Please list as required.

<b>Criteria</b>	<b>Standard</b>	<b>E/D</b>	<b>Measure</b>
<b>Education &amp; training</b>	• Good standard of education ('A' level or equivalent).	E	A
	• Housing related training.	D	A
	• Knowledge of:	D	A
	– Landlord and Tenant Legislation, – Welfare Benefits, Housing Benefit, – Homelessness Legislation and Caselaw – Matrimonial and Family Law		
	• CIH professional qualification or equivalent.	D	A



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**Candidate Screening**

<b>Does Rehabilitation of Offenders Act 1974 apply?</b>	No
<b>Disclosure and Barring Service check required?</b>	Yes
<b>If yes, what level?</b>	Basic
<b>Is this a Politically Restricted Post?</b>	No
<b>Does this role have emergency responsibilities?</b>	No Choose an item.

**Role Map**

<b>Behaviour</b>	<b>Level Required (1-4)</b>
Shaping our Future	2
Leading our People	1
Delivering for our Customers	2
Making Change Happen	2
Team and Partnership Working	2
Communicating Openly	2
Performance Management	1

Please refer to the Council's Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).

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Job Title	Team grade +	Duties/responsibilities with reference to behaviours	Probable Qualifications	Indicative Experience	Behaviours from role map						
					Soft	LourP	DforourC	MCH	Tand PW	CO	PM
Housing Options Officer	Housing Options W3	<ul style="list-style-type: none"> <li>Meet behaviour targets for the role as set out in role map.</li> <li>Ability to perform areas of responsibility set out in the job profile and Person Specification.</li> </ul>	Good standard of education ('A' level or equivalent).	At least 2 years relevant experience	2	1	2	2	1	2	1
Housing Options Officer	Housing Options W4	<p><b>As Above plus:</b></p> <ul style="list-style-type: none"> <li>Detailed knowledge of homelessness and other related legislation</li> <li>Able to effectively handle the most complex cases with minimal supervision.</li> <li>Proven track record of mentoring and supporting other team members with complex cases.</li> <li>Taking on additional specialist duties around homelessness and/or rough sleeping, such as,</li> </ul>	Good standard of education ('A' level or equivalent)  AND  CIH professional qualification or equivalent training	At least 4 years relevant experience in a housing options role	2	2	3	2	1	2	1



