



# ROLE PROFILE FOR HOUSING TRIAGE OFFICER

**Role Title:** Housing Triage Officer

**Service:** Housing Services

**Location:** Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

**Reporting To:** Housing Solutions Team Manager

## Role Purpose

This role will provide a high quality first point of contact and triage service for people who are at risk of homelessness. This role will manage self-referrals from customers, as well as the Housing Register Team, Customer Contact Centre and other agencies of households at risk of homelessness and carry out initial assessment of each customer's needs and circumstances in line with the new Renters' Rights Act Legislation.

## Main Duties and Accountabilities

### Knowledge and Expertise

- Acknowledge, record and respond to new homelessness and housing advice enquiries that are received by the Housing Solutions Team (on the telephone and by e-mail) and, undertake an assessment of the customer's needs and circumstances in line with the Renters' Rights Act Legislation.
- Make appropriate enquiries (to establish whether or not the customer is eligible and homeless or threatened with homelessness within the next 56



- days) and obtain as much information and documentation as possible in order to verify the information that has been collected.
- Record accurate data of customer complaints relating to illegal activity by landlords, ensuring recording, appropriate categorisation, and timely escalation.
  - Work closely with the Early Intervention and Prevention Officer to provide a seamless transfer of casework when further homeless duties require investigation.
  - Work with the Housing Standards team to share information where enforcement action is required following a breach of the Renters' Rights Act.
  - Ensure that all data entry and case recording is accurate and complete, and that it is undertaken within agreed timescales. Respond to customer enquiries within agreed response times.
  - To communicate effectively the Council's duties and policies to customers, landlords, members and partner organisations directly, in writing and through customer information.

## **Relations with People (Internal and External)**

- To build trust with customers, being able to identify their needs and gather relevant information from them to support in finding a solution to their housing situation.
- To build effective relationships with partner agencies.
- To work closely with the Housing Standards Team, Business & Finance Team, Home Solutions Service, Revenues & Benefits and other teams with mutual customers to achieve positive outcomes for individual customers.



- To work closely with the Customer Contact Centre to ensure a seamless customer experience.
- Ability to represent Council interests in a multi-agency environment.

## **Creativity and Innovation**

- To be able to listen to customers and identify their needs.
- To be able to work with customers to find tailored and creative solutions to their situation.
- To contribute to the development and delivery of the Homelessness Strategy, staying up to date with best practice in housing needs work and suggesting service improvement.

## **Financial Accountability**

- Contribute to delivering the service within budget and achieving value for money.
- Contribute towards evidence gathering and case file creation to support enforcement action against landlords in breach of the Renters' Rights Act.

## **Impact upon the Organisation & the Community**

- Impacts upon the community through working with individual vulnerable households to maintain suitable housing where they will be able to live independent lives with the appropriate support identified and supplied through multi-agency working.



- Work with partners in the community to sustain tenancies, and communities, through joint intervention.

## Management & Supervisory Responsibilities

- N/A

## Initiative & Independent Action

- Able to manage competing priorities in a busy Team environment.
- Be self-motivating and be able to work effectively from home as well as in the office.
- Support residents to navigate services in ways that reflect their needs, abilities, and circumstances.
- Awareness of Team priorities and willingness to offer support to colleagues to meet Team objectives.

## General

- Support the Early Intervention and Prevention Officer in delivering preventative work to reduce homelessness applications.
- Promote a positive impression of housing needs work and the Housing Solutions Team at Surrey Heath, raising the profile of housing issues both internally and externally.
- Support other Case Officers and the Lettings Negotiator to provide an excellent customer service experience for all applicants.

## Continuous Professional Development



- Pursue a programme of personal development as agreed with the Early Intervention and Prevention Officer to ensure knowledge stays up-to-date.

## Customers and Contacts

### Important Internal Relationships

- Business & Finance Team
- Environmental Health; Housing Standards Team
- Housing Solutions Team
- Home Solutions Team
- Revenues & Benefits
- Customer Contact Centre
- Resettlement Team
- Finance
- ICT Services

### Important External Relationships

- The Hope Hub
- Private Sector Landlords and Agents
- Registered Providers
- Adult Social Care and Children's Services
- Police
- Probation
- Medical agencies – Hospitals, Community Mental Health Recovery Service
- Other Public Body Agencies i.e. JobCentre Plus



# Housing Triage Officer - Person Specification

## Qualifications and Training

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Good secondary education.	Essential	A
Previous housing advice, homelessness or related transferrable experience	Desirable	A

## Knowledge and Experience

<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Application, Interview or Assessment</b>
Experience of dealing with customers, including those who are vulnerable or distressed.	Essential	A
Experience of advising customers on complex matters	Essential	A & I
Experience of using a multi-agency approach to gain positive outcomes for customers.	Essential	A & I
Awareness of the new Renters' Rights Act and the impact this will have in the community	Essential	A & I
Understanding of general housing issues.	Essential	A
Experience of preparing official documents	Essential	A & I



Experience of keeping accurate case notes, computerised records and data recording	Essential	A & I
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## Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Excellent communication skills, both orally and in writing, to secure effective results	Essential	A & I
Ability to listen to what is being said and demonstrate sensitivity to customer issues.	Essential	A & I
Ability and willingness to work proactively with other Teams within the Council and other statutory and third sector partners to find individual solutions for customers and to deliver service improvement	Essential	A & I
Understanding of and commitment to anti-discriminatory practice	Essential	I
Understanding of issues of confidentiality	Essential	I
Experience of dealing with complex personal issues including negotiation with third parties to achieve positive housing outcomes and prevent and relieve homelessness	Essential	A & I

## Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment



Proven ability to develop practical solutions to a wide variety of complex problems	Essential	A & I
Experience of working with customers to find positive solutions	Essential	A & I
Experience of creating and maintaining good working relationships with other public and private sector organisations	Essential	I
Willingness to develop the role and show initiative	Essential	I
Excellent prioritisation skills and the ability to manage own case load	Essential	A & I

## Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to contribute to delivering the service within budget and achieving value for money.	Essential	I

## Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Impacts upon the community through working with individual vulnerable households to maintain suitable housing where they will be able to live	Essential	A & I



independent lives with the appropriate support identified and supplied through multi-agency working		
Awareness of the impact that the Renters' Rights Act will have on the community	Essential	A & I

## Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
N/A		

## Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Able to manage competing priorities in a busy Team environment	Essential	I
Be self-motivating and be able to work effectively from home as well as in the office	Essential	I
Able to support residents to access the services they need in way that meets their needs and abilities	Essential	I

## Additional Requirements

Criteria	Essential or Desirable	Application, Interview or
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		<b>Assessment</b>
Support the Early Intervention and Prevention Officer in delivering service improvement	Essential	I
Promote a positive impression of housing needs work and the Housing Needs Team at Surrey Heath, raising the profile of housing issues both internally and externally	Desirable	I
Pursue a programme of personal development as agreed with the Early Intervention and Prevention Officer	Essential	I
Support Case Officers and the Lettings Negotiator to provide an excellent customer service experience for all applicants	Essential	I

## **DBS Requirements**

- Enhanced Check

