

Job Family:	Delivery – Front Line – Process knowledge	Grade:	7
Job Title:	Targeted Adviser	Service:	Housing Advice, Information and Assessment
Date:	December 2016	Version:	1:1

Role Profile - Details Specific to Job Family

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

Role Profile - Details Specific to Grade

Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

Brief Description of job role and service

Encompass LATC Ltd is a local authority trading company, wholly owned by the London Borough of Sutton. Encompass LATC delivers a wide range of services including Advice and Information, Homelessness Prevention, Choice Based Lettings, Landlord Services, Support Brokerage, Shared Lives, Business Development and Support, and Digital Innovation.

This role is based in the Housing Advice, Information and Assessment Service and will provide a proactive, holistic, personalised and integrated Housing Advice and Support service to meet the needs of service users to prevent and relieve homelessness and support them to live independently.

Representative accountabilities

- Deliver service activities and manage caseloads under the supervision of more experienced staff to ensure intended outcomes for customers and Encompass LATC are delivered within agreed service standards.
- Where relevant manage a small team of staff to ensure they are delivering services within agreed standards.

Budgetary accountabilities

The postholder is required to manage individual accounts within agreed budgets.

Specific accountabilities

- Provide advice in such areas, but not exclusively, as security of tenure, possession proceedings, housing rights following relationship breakdown, welfare and housing benefits, tax credits, debt counselling, housing options, employment and training opportunities, provision of support services or long term accommodation options.
- Take a casework approach to seek out solutions to meet the needs of customers assisting them to access the services they need to support desired outcomes.
- Develop and review solution focussed and person centred action/support plans with both short and long term aims as required to meet the stated needs of the customer.
- Forge and maintain effective working relationships and work collaboratively with internal and external individuals and organisations to provide advice and support to vulnerable adults and young people.
- Make relevant enquiries, assess eligibility for accommodation and make complex decisions in accordance with prevailing legislation and codes of guidance, case law and policy, with particular emphasis on Housing Act 1996 as amended by the Homelessness Act 2002 & 2004, or subsequent legislation.
- Issue robust decision letters in a way that meets the requirement of the prevailing legislation, codes of guidance and case law.
- Identify risk and take appropriate action to mitigate against excessive or avoidable risk, alerting senior managers where appropriate.
- Contribute and participate in the development and maintenance of policies and procedures to provide and promote continuous improvement and a quality service.

Person specification (knowledge, skills, experience and behaviours required in the role)

Knowledge & Experience

1. An in-depth working knowledge of housing options and Housing legislation in particular, Part VI and VII of the Housing Act 1996 (as amended), Security of Tenure, Welfare and Housing Benefits and Immigration.

2. Experience of providing support, advice and guidance in a complex environment.

Skills, Abilities and Behaviours

1. Demonstrate a customer-focused attitude, showing empathy and understanding with a desire to resolve issues and find solutions to maximise the options and opportunities available to customers.
2. Able to interpret and explain complex legislation and guidance, to a variety of audiences, and to make clear, consistent decisions.
3. Be creative and constantly innovate to meet clients and service user needs in new and better ways.
4. Able to understand needs and motivations and manage expectations through negotiation and influence, effecting a change in customer behaviour to achieve the best outcome.
5. Able to build positive relationships and work effectively and cooperatively with others, respecting difference and embracing diversity, challenging inequality and poor behaviour, be open to new ideas and act on feedback.
6. Able to provide a fair and accurate information and advice service to customers by keeping up to date with current legislation, policies and procedures and applying them in the delivery of the service.
7. Able to collect, analyse and evaluate relevant information and data to draw conclusions, supported by reasoned argument, to inform a decision or course of action.
8. Able to identify and articulate any assumptions or risks and assess how they may impact on decisions or customers, recognising the needs of vulnerable households and take appropriate action referring to other teams or agencies where complex needs are identified.
9. Able to communicate effectively in writing and orally, complex information, ideas and arguments clearly and concisely using communication styles that are appropriate to different people and situations.
10. Able to precisely and accurately record information and maintain up to date case records using appropriate I.T. systems that reflect the nature of the enquiry, advice given and decisions made.
11. Able to organise and monitor the progression of tasks and activities, progressing work in a timely manner and changing priorities to achieve expected outcomes and deadlines.
12. Able to be responsible for own learning, growth and actions, striving to reach a high level of personal achievement to contribute to the Company success and personal development.

1. Ensure all health and safety standards are adhered to for the relevant work area
2. Apply diversity and equal opportunities policies in the workplace
3. Adhere to Encompass LATC Core Values, policies and procedures
4. Work flexibly to meet the needs of the service including working outside normal operating hours as required