

Post Title: HomeLink Support Officer
Grade: NCC F

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

To support and assist customers who have difficulties in accessing social housing via the HomeLink Choice Based Lettings scheme. Responsible for the assessment of priority cases for rehousing on medical and social grounds. Ensure services are delivered with a focus on customer care and successful outcomes.

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
2. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
3. Support with the completion and assessment of housing applications.
4. Support with bidding on available properties within the weekly HomeLink Advert.

5. Identify where a direct offer for alternate accommodation may be appropriate, submitting the required reports for approval.
6. Ensure support planning and risk assessments are completed as required to ensure suitable housing within the city for applicant, NCC officers and community.
7. Carry out visual checks of NCCHS properties, flagging to other NCCHS departments as appropriate (including any safeguarding issues, unauthorised alterations, non-standard fittings or suspected tenancy fraud).
8. Be proactive in the identification of vulnerable people who may need extra support to access and fully benefit from the services provided by NCCHS and to provide extra assistance according to individual needs.
9. Undertake all associated administrative duties including generation and answering correspondence and telephone calls, inputting and accessing computerised information and maintaining accurate and concise manual records.
10. Monthly monitoring and reporting of outcomes, including customer satisfaction.
11. Identifying and visiting customers in their home, for example, vulnerable applicants; assessing their needs and providing advice & support in order that they are able to access the Choice Based Lettings service. Promote choicebased lettings to customers of the service.
12. To be pro-active in the identification of vulnerable people who may need extra support to access and fully utilise the Nottingham HomeLink Service and to provide extra assistance or appropriate referrals according to individual needs.
13. To deliver a service with specific focus on ensuring that NCC tenants are supported and advised on housing options to enable them to occupy homes which are suitable in terms of size and facilities for their needs.
14. To assess applicants ensuring sensitivity and confidentiality, to establish nature of ill health; housing conditions; financial and social circumstances including victims of domestic abuse.
15. Supporting individuals with regard to Choice Based Lettings by liaising with existing support agencies, RPs etc or voluntary and community groups.
16. To work with partners, and stakeholders to deliver a supportive, quality service to vulnerable people.
17. Analysing complex information and providing comprehensive advice and options to applicants, agencies, groups and Nottingham City Council' staff regarding the Choice Based Lettings service.

18. To represent NCC, develop, promote and maintain effective partnership relationships and working arrangements, with other agencies, (including Health Authority, GPs, Social and Support Workers and Occupational Therapists) in relation to addressing medical/social and other rehousing needs.
19. To be the responsible officer for all care-leavers referred via Nottingham City Children's Services including assessment of need for rehousing, advice and assistance to individuals in bidding, ensuring identification of properties for this group, monitoring and feedback to Children's services.
20. To provide detailed housing advice and assistance to internal and external customers on a wider range of related issues including homelessness, rent arrears, benefits and anti-social behaviour.
21. To consider and advise on alternative solutions to service users to remedy their housing need i.e. adaptations to present home, realistic housing options, other rehousing options.
22. To prepare reports and make recommendations with regard to the need for priority rehousing, medical/social & mental health needs, domestic abuse, hostel dwellers and care leavers based on information gained from a variety of sources including customers, support agencies and NCC & partner agencies.
23. To monitor, review service and provide statistical and qualitative information with regard to the applications referring to medical/social & mental health needs, domestic abuse, hostel dwellers and care leavers.
24. To manage individual performance in order to achieve departmental and local targets.
25. To maintain comprehensive computerised and manual records.
26. To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.
27. Other duties which are broadly consistent with the job description and level of the post

Numbers and grades of any staff supervised by the post holder:

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has



been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.

Produced by Head of Housing Options

Date July 2025

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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Technical Skills and Knowledge	Substantial experience of working within a housing management environment and an ability to learn.	✓	✓	
	A working knowledge and awareness and understanding of current housing issues and legislation, including in relation to Allocations, Tenancy Management and Welfare Benefits.	✓	✓	
	Experience of working with and providing support and comprehensive advice and options to vulnerable people.	✓	✓	
	Excellent communication and interpersonal skills with the ability to develop and present written or verbal information in a clear and concise manner.	✓	✓	
	Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive reports, spreadsheets and presentations as requested.	✓	✓	



	Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations.	✓	✓	
	Demonstrated capacity to effectively organise and use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner, with minimum supervision.	✓	✓	
	Demonstrated firm but fair supportive approach to managing customer services and relationships, whilst maintaining a professional attitude and with a customer focus on reaching resolutions.	✓	✓	
	Ability to maintain confidentiality of customer information within data protection and other relevant legislation and guidelines.	✓	✓	
Qualification requirement	NVQ Level 2/3 in Housing Management, or equivalent qualification, or be willing to work towards a relevant qualification.	✓	✓	✓
A - Application	AC – Assessment Centre	D – Documentary		