



Post Title: Housing Casework Officer
Grade: 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.

The post holder is responsible for housing advice casework, helping prevent homelessness and acting to ensure that the City Council fulfils its legal and safeguarding requirements to Citizens in housing need or crisis.

This will include evaluating; citizen need assessment, housing advice, homelessness prevention and deciding homelessness duties in accordance the Housing Act 1996 VII (as amended).

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. To receive and respond to casework based upon enquiries from citizens facing housing difficulties ensuring good quality advice and assistance is provided on a range of housing issues with a focus on Citizen need and the prevention of homelessness.
2. To evaluate initial needs assessment undertaken for Citizens approaching Housing Solutions ensuring that potential risks are identified and mitigated wherever possible in line with the Authority's safeguarding commitments and to utilise resources to identify appropriate actions when Citizens are threatened with or are homeless.
3. To offer flexible access to and deliver a statutory assessment for homeless households, attending various accommodation and support service, as required.
4. To provide direct advice and information on all types of housing options, decide duties owed based upon assessment of customers facing homelessness (with the aim of



gaining a housing solution or retaining accommodation) and working in partnership to ensure that the best outcomes are achieved for Citizens.

5. Instruct upon the reconnection of relevant Citizens to provision outside of the City
6. Liaise with agencies and services to enable Citizens to access provision relevant to needs arising from disadvantage in all its complex forms
7. To provide technical advice, ensuring that both tenants and landlords are aware of their legal rights and responsibilities and to intervene when necessary to assist Citizens to retain their homes and to deal with unlawful harassment by landlords
8. To maintain the Council's records systems in relation to requests for assistance with housing, including homeless persons applications, housing applications and actions in relation to private and other landlords.
9. To construct decision correspondence in relation to the Council's duties under the homelessness legislation
10. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
11. 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.

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 Debbie Richards

Date July 2023



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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.	✓	✓	
Service Delivery	Ability of communicating complex issues on a face to face basis, demonstrating tact, diplomacy, sensitivity and customer care		✓	
	Ability to write letters and produce reports		✓	
	Effectively manage a complex workload under pressure meeting specified targets and deadlines whilst demonstrating attention to detail, prioritisation and self-organisation skills	✓	✓	
	Commitment to providing a high quality customer focussed service		✓	
	Experience of working in a pressurised front line service	✓		
	A willingness and the ability to work from various locations across the City	✓	✓	
	Ability to advocate and negotiate on behalf of citizens and to give independent advice	✓		
Technical Skills and Knowledge	Good operational working knowledge of housing legislation in both the public and private sector	✓	✓	



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	Good operational working knowledge of Homelessness and associated legislation and an ability to advise on and decide any duties owed to citizens for the Authority		✓	✓	
	Understanding of the wider issues impacting upon homelessness, the barriers facing people with multiple and complex needs		✓	✓	
	Good working knowledge of welfare benefit rights and income maximisation		✓	✓	
	General knowledge of safeguarding		✓	✓	
Managing Data and IT	An understanding of data protection, customer confidentiality and information sharing as it relates to this role		✓		
	Practical knowledge of IT Systems including a variety of software packages including Word, Excel and PowerPoint to produce documents and the aptitude to learn new systems as required.		✓		
Other work related circumstances	Ability to work outside of office hours according to service needs		✓	✓	
	Satisfactory DBS at an enhanced level				✓
A - Application	AC – Assessment Centre	D – Documentary			