



**Post Title: Housing Casework Advisor**  
**Grade: E**

### **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 providing housing advice, helping prevent homelessness and acting to ensure that the City Council fulfils its legal requirements with regard to the provision of advice and assistance to Citizens in housing need.

This will include; intervening on behalf of people facing homelessness, and advocating to prevent homelessness occurring and undertaking inquiries under 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 enquiries from members of the public facing housing difficulties by providing good quality advice and assistance on a range of housing issues with a focus on the prevention of homelessness.
2. To carry out an initial needs assessment of Citizens approaching Housing Solutions, confirming eligibility, ensuring that potential risks are identified and mitigated wherever possible in line with the Authority's safeguarding commitments and to help identify appropriate accommodation resources when Citizens are threatened with or are homelessness.
3. To advocate on behalf of customers facing homelessness with the aim of gaining a housing solution and retaining accommodation for the customer where practicable and working in partnership with other agencies internal and external to ensure that the best outcomes are achieved for Citizens.



4. Facilitate and support the reconnection of relevant service users to Local Authority and other provision outside of the City.
5. Liaise with agencies and services to enable citizens to access provision relevant to needs arising from disadvantage in all its complex forms
6. To ensure that both tenants and landlords are aware of their legal rights and responsibilities
7. 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.
8. Upon instruction, to construct and issue correspondence in relation to the Council's duties under the homelessness legislation.
9. To investigate the duties owed to citizens under the homelessness legislation and where necessary, to support the citizen to make a formal application for assistance as homeless.
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
<b>Individual Leadership</b>	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
<b>Change and Innovation</b>	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
<b>Collaboration</b>	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.	✓	✓	
<b>Equality, Diversity, and Inclusion</b>	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.			
<b>Service Delivery</b>	Ability to communicate complex issues on a face to face basis demonstrating tact, diplomacy, sensitivity and customer care			
	Ability to write letters and produce reports			
	Ability to work under pressure			
	Commitment to providing a high quality customer focussed service			
	Ability to advocate and negotiate on behalf of citizens and offer independent advice			
<b>Technical Skills and Knowledge</b>	Good working knowledge of housing legislation in both the public and private sector	✓	✓	
	An understanding of homelessness and the Housing Act 1996, in order to investigate possible duties owed to citizens			



	General knowledge of safeguarding	✓	✓	
<b>Managing Data and IT</b>	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.			
<b>Other work related circumstances</b>	Ability to work outside of office hours and at various locations, according to service needs			
	Satisfactory DBS at an enhanced level			
<b>A - Application</b>	<b>AC – Assessment Centre</b>	<b>D – Documentary</b>		