

Job description

Job title:	Senior Housing Officer
Grade:	Grade 11
Job evaluation reference:	BC613ab
Job family:	Buildings & Construction

This job description comprises generic core duties applicable to all designated Senior Housing Officer roles within the Housing service at Dorset Council. In addition, duties specific to the post are included in a context statement. The duties allocated may be changed from time to time to reflect the changing needs of the council.

Purpose and impact

1. To ensure the delivery of a high-quality customer focused service, working with colleagues across the Council and a wide range of external partners.
2. The postholder will deputise for the relevant Housing Team Leader. This will include attending various meetings, responding to team members' queries, and deputising for the team leader as appropriate.

Key responsibilities

3. Supervising or line managing team members (as specified in the context statement). Supervision will include coaching, mentoring, allocation of work, case management, day-to-day guidance and support.
4. To be the case officer for more complex, sensitive, and multi-agency cases.
5. Work with the Team Leaders to develop and improve housing pathways and/or to address any issues where there are gaps or barriers to successful outcomes for customers.
6. Work in close collaboration with the Housing Teams across the directorate with regard to the accommodation needs of homeless households.
7. Maintain up to date expert knowledge in key areas relevant to this role, in particular a detailed working knowledge of housing and homeless legislations and other relevant areas of law, keeping abreast of relevant case law.
8. Authorise use of funds, accommodation, rent deposits and any other payment requests.
9. Represent the housing service at external meetings such as High-Risk Domestic Abuse (HRDA), Multi-Agency Public Protection Agency (MAPP Level 2), Multi-Agency Risk Meetings (MARMs), Young People's Panel, Partnership and Co-ordinating Groups (PCGs), and other multi-agency meetings.
10. Complete all relevant statutory returns accurately and on time, in accordance with the government's requirements and the Council's procedures.
11. Contribute positively to the development of new working practices and initiatives that deliver efficient housing services and minimise the use and cost of temporary accommodation.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.



Job description

Supervision and management

12. Reporting to: Housing Team Leader
13. Responsibility for: Post holders will either:
- Supervise housing team members (as specified on the context statement) and deputise for the relevant Housing Team Leader (BC613a)
 - Line manage housing team members (as specified on the context statement) and deputise for the relevant Housing Team Leader (BC613b)

Other factors

14. This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.
15. In an emergency situation there will be a requirement to work outside normal working hours.
16. As this role will work with sensitive personal data, the post holder will be expected to undergo a Basic DBS check.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under [‘Working for Dorset Council’](#).



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all the specific areas over the course of the selection process.

Essential

Essential criteria are the minimum requirement for the above post.

Qualifications/ training/registrations	
Required by law, and/or essential to the performance of the role	
1.	Education to A level or equivalent or significant equivalent relevant experience
Experience	
2.	Significant experience of housing/ homelessness and in-depth knowledge of the Housing Act 1996 Part VI and Part VII
3.	Experience of staff management or supervision
4.	Significant experience of dealing with young people and vulnerable adults with complex needs and client groups such as those affected by domestic violence, mental health, substance misuse, rough sleeping, young people etc
5.	Experience of managing budgets and allocating funds
Skills, abilities & knowledge	
6.	Strong technical and working knowledge of current housing and homelessness legislation and case law
7.	Ability to regularly deal with crisis situations and prioritise workload, and make quick and accurate decisions
8.	Excellent written and verbal communication skills tailored towards a range of audiences, including customer information, reports, presentations
9.	Up to date knowledge of welfare benefits
10.	High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role.
11.	Commitment to excellent customer service
12.	Good interview skills
13.	Problem solving skills including creativity and innovation in devising solutions
14.	Ability to deal effectively with people experiencing high levels of stress and/or trauma who may display aggressive and/or highly emotional behaviour
15.	Ability to work to strict deadlines and under pressure
Behaviours	
16.	Responsibility
17.	Respect
18.	Recognition
19.	One Team: Collaboration
Other	
20.	The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
21.	Ability to fulfil the travel requirements of the job
22.	The post is subject to a basic Disclosure and Barring Service (DBS) check



Desirable

Desirable criteria will be used in the event of a large number of applicants meeting the minimum essential requirements.

Qualifications/ training/registrations
23. Membership of the Chartered Institute of Housing

Approval			
Manager	Housing Service Manager	Date	Reviewed February 2024

