



## BRIGHTON & HOVE CITY COUNCIL

### JOB DESCRIPTION QUESTIONNAIRE

<b>Job Title:</b>	Welfare Officer
<b>Reports to:</b>	Housing Options Manager
<b>Department:</b>	Housing
<b>Section:</b>	Housing Needs
<b>Date written:</b>	30 <sup>th</sup> August 2017

#### Purpose of the Job

To provide high quality housing support and advice to clients in temporary accommodation with a wide variety of support needs, including complex financial, health and social issues.

#### Principal Accountabilities

1. To assess the needs of clients in temporary accommodation in order to facilitate appropriate support. Refer to statutory and voluntary agencies as appropriate.
2. To work with households, support agencies and accommodation providers to reduce the likelihood of eviction due to anti-social behaviour and other breaches of licence agreement.
3. Refer to supported accommodation or update existing referrals with any new information on support needs and risks.
4. To work with customers to carry out financial assessments, providing general debt and benefits advice to maximise their incomes in order to reduce the likelihood of arrears and eviction.
5. To advise on housing options to facilitate move on from emergency accommodation.
6. To assist in inspections of temporary accommodation, reporting disrepair or other concerns to accommodation providers.
7. To work within established and developing Council policy in order to assist in meeting short and long term objectives and strategies of the Housing Department, particularly around reducing the use of temporary accommodation.
8. To maintain accurate records of client interventions and actions with or on behalf of the client, in line with Council policy.

9. To work with clients so as to ensure that the client receives all necessary support and entitlements, whilst maintaining a focus on the Council's objectives and priorities.
10. To participate in staff meetings, training and development activities and supervision sessions.

### **General Accountabilities**

- The postholder must be prepared to implement the Council's Equalities Policy at all levels appropriate to the job and must at all times carry out his/her duties with due regard to the Council's Equalities Policy.
- To be responsible for the implementation of, and compliance with, the provisions of legislation relating to health and safety, of such employees and areas of the workplace as fall under direct control of the post holder and for complying with legislation relating to works and contracts as are within the direct responsibility of the postholder.
- To undertake such other duties appropriate to the grade and character of the work as may be reasonably required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**BRIGHTON & HOVE CITY COUNCIL****PERSON SPECIFICATION**

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<b>Reports to:</b>	Housing Options Manager
<b>Department:</b>	Housing
<b>Section:</b>	Housing Needs
<b>Date written:</b>	

**Essential Criteria**

<b>Job Related Education, Qualifications and Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and/or understanding of housing/homelessness issues.</li> <li>• Knowledge of relevant legislation such as Homelessness Act, Mental Health Act, Care Act, Children Act</li> <li>• Understanding and/or knowledge of issues relating to the service user group and the protection of vulnerable persons.</li> <li>• Knowledge of benefits and welfare reform</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of inter-agency working.</li> <li>• Experience of working within a pressured environment and with sometimes challenging behaviours.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work independently, as well as a flexible and effective team member.</li> <li>• Ability to work under pressure in a sometimes stressful environment.</li> <li>• Ability to deal with conflict/aggressive behaviour maintaining professional boundaries.</li> <li>• Good communication and interpersonal skills.</li> <li>• Effective problem-solving and negotiation skills.</li> <li>• Ability to assess and review client support needs.</li> <li>• Ability to manage and plan own workload ensuring all deadlines and targets are met.</li> <li>• Ability to use supervision in a proactive manner to address issues with workload, training, pressure etc.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• Commitment to apply equal opportunities policies to all aspects of the role in a proactive manner.</li> </ul>
<b>Other Requirements</b>	