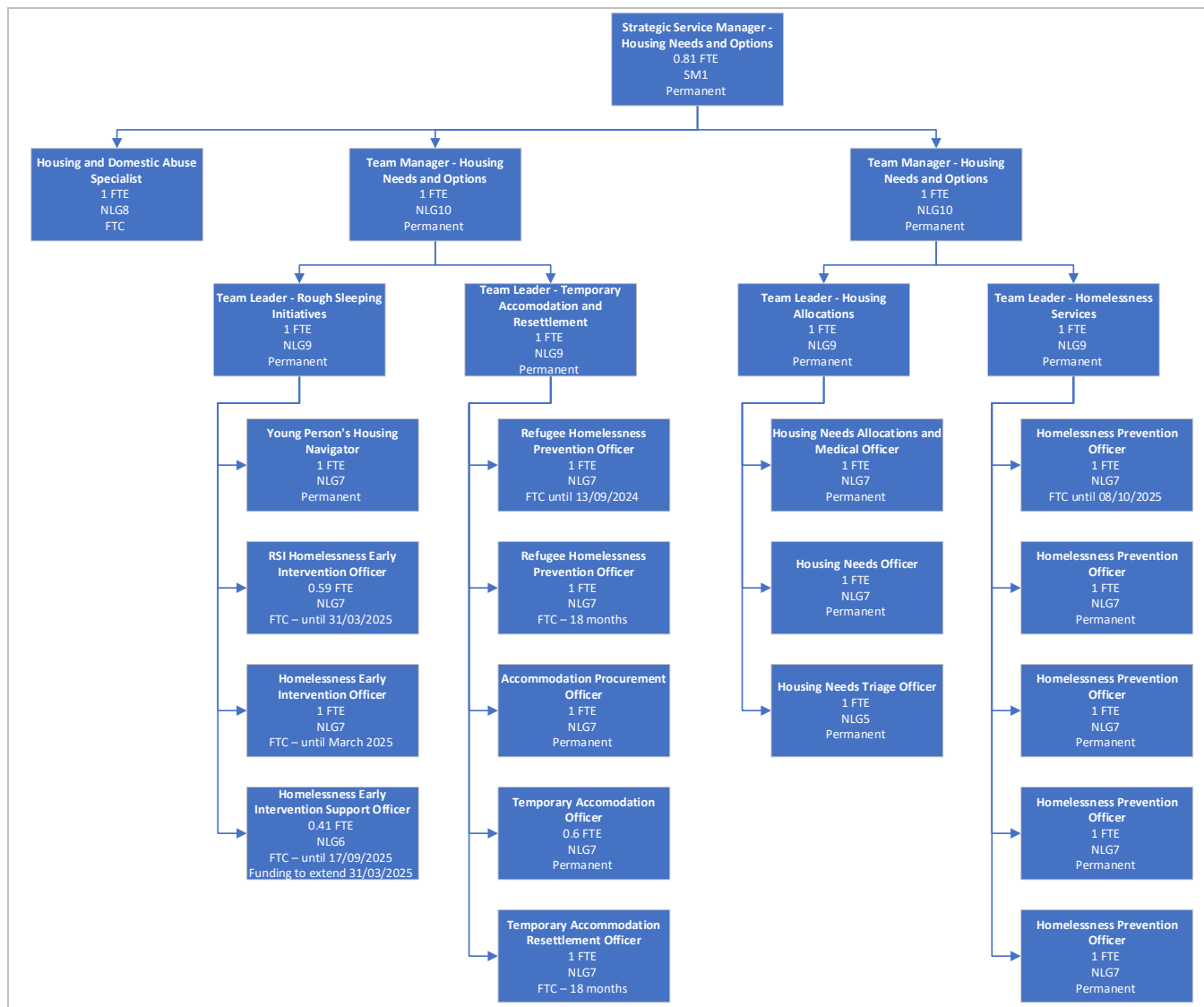
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference	
Job Title	Refugee Homelessness Prevention Officer			
Service	Place and Growth, Economy and Housing	Team	Homelessness and Housing Needs	
Location	Shute End/ flexible home working			
Reports to	Team Leader - Temporary Accommodation and Resettlement			
Responsible for	N/A			
Grade	Type of position:			Date
7	Full time			05/02/2024
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>				
<p style="text-align: center;"><u>Service Purpose</u></p>				
<p>To support the Council's strategic and operational objectives in relation to the delivery of services to residents who are in housing need, homeless or threatened with homelessness.</p>				
<p style="text-align: center;"><u>Purpose of the role</u></p>				
<p>The purpose of this role is to provide comprehensive housing advice and assistance to refugees who are homeless or at risk of homelessness, while ensuring compliance with relevant legislation and guidelines.</p>				
<p style="text-align: center;"><u>Main Accountabilities</u></p>				
1	Provide timely and comprehensive housing advice and assistance to refugees, who present as homeless or threatened with homelessness within 56 days.			
2	Assess households at risk of homelessness, proactively taking measures to prevent and relieve homelessness crises.			
3	Conduct thorough investigations to ascertain statutory duties owed to refugees, issuing relevant notifications and decisions under Section 184 of the Housing Act as amended by the Homelessness Reduction Act 2017.			
4	Deliver specialised support tailored to the unique needs of refugees, including health-related support requirements.			
5	Assess and prevent homelessness, creating detailed personalised housing plans for eligible applicants.			
6	Conduct financial assessments to understand affordability and identify barriers for refugees with complex needs.			
7	Support refugees in accessing the private sector, collaborating with landlords and agents to secure suitable accommodation.			
8	Manage a caseload, maintaining regular contact, updating case notes, and recording data accurately.			

9	Assess and work with other homeless cases, when the business needs of the Homelessness and Housing Needs Service require it, prioritising those with eligibility or immigration complications. Act as the eligibility expert for the service.
10	Work closely with the Rough Sleeping Outreach Team to reduce rough sleeping, assessing and supporting individuals.
11	Conduct mental health capacity assessments for homeless applicants with complex needs.
12	Make safeguarding referrals and carry out risk assessments for vulnerable refugees.
13	Assist households in making housing options applications, including referrals for supported, refuge, sheltered, extra care accommodation and social housing where eligible.
14	Provide front-line and telephone duty services, responding to emails and Duty to Refer referrals.
15	Make emergency and temporary accommodation placements, assessing suitability.
16	Conduct home visits for homelessness prevention activities and inquiries.
17	Attend professional meetings, multi-agency case conferences, and safeguarding reviews.
18	Ensure excellent customer care, delivering improved outcomes for households facing homelessness.
19	Work within statutory, Council and Government guidelines to ensure statutory compliance in the delivery of the service.
20	Maintain a high level of professional knowledge around relevant legislation and case law.
Super vision Receiv ed	The post holder will report directly to the Temporary Accommodation and Resettlement Team Leader and will receive ongoing and regular support and supervision which will include monthly one to one sessions.
Supervision Given	N/A
Contacts & Working Relationships	<p>The role is customer facing and requires collaboration with various internal and external stakeholders. The primary contacts and working relationships for this position include:</p> <ul style="list-style-type: none"> – Colleagues within the Homelessness and Housing Needs Team: Regular joint working with team members to address homelessness issues. – Two Saint Rough Sleeper Outreach Service: Frequent communication to identify and support individuals at risk of rough sleeping, coordinate outreach efforts and provide necessary interventions. – Housing Rents and Benefits: Collaboration with rent service to ensure rough sleepers receive the necessary financial support and assistance to sustain their tenancies. – Community Safety: Work with Community Safety Teams to address safety concerns related to rough sleeping, including engaging in crime prevention measures and safeguarding vulnerable individuals. – Adult's and Children's Services: Regular interaction with adult and children's service departments to provide support, guidance and appropriate referrals for rough sleepers with specific needs or dependents.

	<ul style="list-style-type: none"> – Community Mental Health: Close coordination with community mental health services to identify and support rough sleepers experiencing mental health challenges and ensure they receive the required mental health support. – Drug and Alcohol Services: Collaboration with drug and support agencies to provide assistance, referrals and access to appropriate services for rough sleepers struggling with substance abuse issues. – Probation: Communication and partnership with probation services to assist rough sleepers who are under probationary supervision, providing support and facilitating access to housing and other necessary resources. – Police: Regular contact with the local police to address safety concerns, anti-social behaviour and any criminal activities related to rough sleepers. – Third Sector Partners: Engagement with various non-profit organisations, charities and voluntary sector partners involved in homelessness prevention and support. <p>Please note that the above list is not exhaustive, and the Rough Sleeping Initiatives Navigator may also interact with other stakeholders, organisations or individuals as necessary to fulfil their role effectively.</p>
Management of resources or budget	N/A
Special Factors	Enhanced DBS check required.
Organisation Chart	



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
Educated to GCSE grade C or above in Maths and English (or equivalent)	E	
Relevant qualification, or equivalent experience in a Housing-related subject or job role	E	
Professional membership of CIH		D
Technical Skills.	Essential	Desirable

Good IT skills including officer software such as Microsoft Word, Outlook, PowerPoint and Excel	E	
Ability to use Housing Jigsaw and NEC systems.		D
Good oral and written communication skills and ability to adapt communication styles for different client groups	E	
Ability to write legal notifications and decision letters	E	
Ability to complete financial assessments	E	
Ability to extract and assess important information	E	
Ability to make constructive enquiry	E	
Knowledge	Essential	Desirable
Good knowledge of Homelessness legislation including the Housing Act 1996, the Homelessness Reduction Act 2017 and other relevant legislation	E	
Good understanding of the range of housing options available to households in the borough and an awareness of how to access these options	E	
Good understanding of housing law, landlord and tenants' rights and responsibilities, Social Housing Allocations, Prevention of Eviction Act, Domestic Abuse Act, Children's Act		D
Good working knowledge of welfare benefits including Housing Benefit, Universal Credit and Local Allowance rules and exemptions.		D
Experience	Essential	Desirable
Experience of providing housing advice and assistance	E	

Experience of working with households to prevent or relieve homelessness	E	
Experience of working with households with complex needs	E	
Experience of multi-agency working	E	
Previous experience of working in a front-line housing service	E	
Experience of investigating Part 7 Homelessness Applications and making Section 184 decisions		D
Experiencing of developing Personalized Housing Plans		D
Completed by:	David Higgins/ Danielle Willmott	Date: 01/09/2023 and revised 05/02/2024