

<b>Job Title</b>	Housing Register Officer		
<b>Job Number</b>			
<b>Grade (if known)</b>	4/5 (competency based)		
<b>Directorate</b>	Residents Services		
<b>Business Unit /Section</b>	Housing and Social Inclusion/Housing Needs and Homelessness		
<b>Preparation Date</b>	January 2020		
<b>Responsible to (job title)</b>	Team Leader (Register and Accommodation services)		
<b>Responsible for total number of direct reports</b>	0	<b>Responsible for total number of staff managed</b>	0
<b>Main purpose of job</b>			
1. Deliver a housing needs/register and nominations service.			
<b>Main responsibilities</b>			
<ol style="list-style-type: none"> <li>1. Verifying, assessing and determining eligibility, qualification and priority for the Council's Housing Register(s).</li> <li>2. Making statutory determinations on nominations for social housing in the borough in accordance with Housing Act 1996 (Part 6) and relevant funding / nominations agreements.</li> <li>3. Providing a technical back office / duty housing register and advice service to receive referrals from front line customer services advisors.</li> <li>4. Supporting customers to make informed decisions regarding their options for finding social rented and low cost home ownership.</li> </ol>			
<b>Key tasks</b>			
<ol style="list-style-type: none"> <li>1. Analyse, verify and process applications to the Joint Housing Register.</li> <li>2. Undertake detailed and accurate housing needs assessments to determine and assess identified housing needs.</li> <li>3. Undertake detailed financial and affordability assessments to determine housing need.</li> <li>4. Undertaking necessary supporting, investigative and liaison work with range of relevant agencies and sources in connection with housing register applications and interpret technical information accordingly.</li> <li>5. Interpreting personal, technical and circumstantial data to assess relevant housing needs, local connection and housing register eligibility.</li> </ol>			

6. Identify relevant complex housing support needs and safeguarding issues and signpost and deal with referral to the relevant officer or agency as appropriate.
7. Reach final statutory determinations on an applicant's housing needs and priority for accommodation through reference to statutory reasonable preference criteria, the Council's scheme of allocations and relevant working protocols.
8. Provide technical advice and guidance on social housing availability and lettings to a wide range of customers with diverse needs through personal interviews, web messaging, telephone calls, home visits and correspondence.
9. Provide detailed follow-up work and support for vulnerable / complex cases as required (such as assisted bidding and direct matching) for vulnerable applicants.
10. Provide 121 support and case work bidding for critical housing cases through to satisfactory rehousing.
11. Provide front line duty officer system to deal with more complex housing register issues referred from customer advisors.
12. Use the principles of trauma informed care and psychologically informed principles to frame all customer facing interventions.
13. Collaborate with colleagues across the Council to collectively achieve corporate objectives – including homelessness prevention, environmental health, benefits, community safety and fraud.
14. Undertake such work as the Service Manager determines is compatible with the responsibility level of the post.
15. Provide up to date advice and information on housing opportunities and alternatives within the borough.
16. To ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures and appropriate legislation (including legislation on data protection, equalities, health and safety and safeguarding children and vulnerable adults)'.

<b>Essential User</b>	No
<b>Special features and/or equipment</b> <i>(anything 'out of the norm')</i>	Assistance with drop-in customer events (occasionally out of hours) may be required.

*This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.*