


Appendix 2

 Copeland Borough Council JOB PROFILE	Job Title	Homelessness Officer
	Job Family	Technical Support Officer
	Salary Grade	Scale 4
	Directorate	Development
	Service Unit	Development Strategy
	Department	Housing
	Ref No	003 REG
	Date	March 08

1. MAIN PURPOSE

To deliver a homelessness advisory service to customers of the authority.

2. POSITION IN ORGANISATION

Responsible to: Housing Services Manager

Employees responsible for: None

Context:

3. EMPLOYMENT BASE The Copeland Centre, Catherine Street,
Whitehaven

4. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Provide advice and assistance to homeless applicants.
2. Assessing priority and non-priority need of homeless applicants.
3. Monitor and support the implementation of the homelessness strategy.
4. Provide cover on weekends and evenings for the service on a rota basis.

5. Manage the temporary accommodation in terms of property management.
6. Liaise with housing benefits.
7. Nominate applicants to housing associations.
8. Monitor Copeland Homes to ensure compliance with transfer agreements.
9. Collate statistics for Best Value Indicators, local indicators and those requested by Government Office.
10. Undertake any other duties as might reasonable be requested by the Head of Regeneration within the experience and qualifications of the post holder, to ensure the most effective and efficient use of staff to meet corporate and service objectives. This may include project team and other cross unit working, involving the assignment of the post holder outside of their principle area of work, where suitably qualified and experienced, subject to agreement between the manager and the post holder.
11. To assist in the identification and introduction of new systems and techniques to improve the way the council works and to generate efficiencies.

5. CONTACTS

Internal: Head of Development Strategy, Housing Services Manager, Elected Members and other

Local Authority staff as appropriate.

External: Customers of the authority, private landlords, building societies and

mortgage lenders, Government Offices, Local Authorities, Probation, Social

Services, other statutory and voluntary agencies when necessary.

6. SPECIAL FEATURES

The post holder will be required to participate in a rota providing emergency cover for the homelessness service for which an allowance will be paid. The post holder will be expected to visit customers in their own homes.

7. PERSON SPECIFICATION -

Criteria	Essential	Desirable
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Education and Qualifications	<i>Committed to customer focused service Excellent communication skills both written and verbal Good numerical skills Good standard of general education</i>	<i>Car driver Member of the Chartered Institute of Housing</i>
Knowledge and experience	<i>Knowledge of Issues surrounding Housing and homelessness</i>	<i>Previous experience of working within an advisory or housing field</i>
Job related skills	<i>Computer Literate Confident in compiling statistics</i>	<i>Good general knowledge of basic software. Previous experience of working in a target driven field</i>

Personal Competencies

1. Health and Safety Core competence	<ul style="list-style-type: none"> Complies with the Council's health and safety policies Takes care of own health and safety and that of others Challenges unsafe practices or behaviours
2. Equality and Diversity Core competence	<ul style="list-style-type: none"> Is aware of and acts in accordance with the Council's equal opportunities policy Avoids language, actions and behaviours which may be considered discriminatory or cause offence or discomfort Challenges discriminatory practices or behaviours Respects diversity by listening to and being positive about alternative contributions
3. Team working	<ul style="list-style-type: none"> Is tactful, patient and courteous with all team members Supports and helps others when necessary Is actively involved and committed to achievement of team objectives
4.	<ul style="list-style-type: none"> Communicates clearly and with confidence

Communication	<ul style="list-style-type: none"> • Listens actively, asks questions, clarifies points and checks understanding • Presents information in a way that promotes understanding • Observes confidentiality
5. Delivering Results	<ul style="list-style-type: none"> • Organises own workload to meet deadlines and objectives • Delivers results to cost, time and quality • Knows when and where to seek additional information and advice • Uses a structured, logical and planful approach
6. Customer focus	<ul style="list-style-type: none"> • Is aware of and adheres to Copeland's customer care policy • Understands who are the internal and external customers • Makes every effort to find out customer needs • Promotes a professional image of self, department and Council, demonstrating an impartial approach
7. Self management and development	<ul style="list-style-type: none"> • Keeps relevant knowledge and expertise up to date • Is not afraid to admit to mistakes or lack of knowledge • Has a positive and resilient approach • Is conscientious and committed to see tasks through • Does not give up despite setbacks • Pays attention to self development • Welcomes and acts on personal feedback
8. Handling Information	<ul style="list-style-type: none"> • Compiles clear and accurate information • Keeps records up to date • Maintains confidentiality • Uses IT effectively
9. Behaving ethically	<ul style="list-style-type: none"> • Knows and complies with relevant rules and legislation • Is open, yet diplomatic, with others • Demonstrates integrity and fairness