

## JOB DESCRIPTION

<b>Job Title</b>	Housing Options Officer		
<b>Directorate</b>	Community Services		
<b>Reporting to</b>			
<b>Grade</b>	12		
<b>Evaluation ref:</b>	TR0188	<b>Job Family Ref:</b>	
<b>Role purpose</b>			
<p>The Housing Options Officer plays a crucial role in preventing and alleviating homelessness within Somerset. The officer is responsible for assessing housing needs, providing expert advice, and liaising with various stakeholders to secure suitable housing solutions. This role involves working closely with individuals and families to understand their housing situations, offering tailored advice, and assisting them in accessing housing and employment opportunities. The officer will also be responsible for making determinations on homelessness cases in accordance with relevant legislation and case law, ensuring that the council's statutory obligations are met. The role requires a proactive approach to problem-solving, excellent communication skills, and a deep understanding of housing policies and practices.</p>			
<b>Accountabilities</b>			
<p>Assess and determine housing needs of individuals and families.</p> <p>Provide expert advice on housing options and homelessness prevention.</p> <p>Liaise with landlords, housing associations, and other stakeholders to secure housing solutions.</p> <p>Assist clients in retaining their existing accommodation or finding alternative housing.</p> <p>Make determinations on homelessness cases in line with legislation and case law.</p> <p>Maintain accurate records and case notes.</p> <p>Develop and implement personalised housing plans for clients.</p> <p>Conduct home visits and interviews to assess housing situations.</p> <p>Provide support and guidance to clients on accessing employment and other support services.</p> <p>Work collaboratively with other council departments and external agencies.</p> <p>Monitor and review housing plans to ensure they meet clients' needs.</p>			

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Participate in training and development activities to keep up to date with housing legislation and best practices.

### Knowledge / Experience / Skills

Knowledge	Essential	Desirable
Comprehensive understanding of housing legislation and homelessness prevention.	x	
Knowledge of local housing market and available resources.	x	
Familiarity with welfare benefits and support services.	x	
Understanding of safeguarding policies and procedures.	x	
Knowledge of data protection and confidentiality requirements.	x	
Awareness of mental health issues and their impact on housing.	x	
<b>Experience</b>		
Previous experience in a housing or homelessness role.	x	
Experience in case management and maintaining accurate records.	x	
Experience in liaising with landlords, housing associations, and other stakeholders.	x	
Experience in conducting home visits and client interviews	x	
Experience in developing and implementing statutory housing plans.		x
Experience in working within a local authority or similar setting.		x
<b>Qualifications / Registrations / Certifications</b>		
Educated to degree level or demonstrated by equivalent experience	x	
Professional qualification in housing or homelessness prevention.		x
Training in safeguarding and mental health awareness.		x
Certification in welfare benefits advice.		x
Continuous professional development in housing legislation and best practices.		x
Needs to be able to travel including rural locations that may not be serviced by Public Transport.	x	
<b>Skills</b>		

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Excellent communication and interpersonal skills.	x	
Strong problem-solving and analytical skills.	x	
Ability to work independently and as part of a team.	x	
Proficiency in using housing management software and databases.	x	
Strong interpersonal skills and ability to work as part of a team.	x	
Ability to manage a diverse caseload effectively.	x	
Strong organisational and time management skills.	x	
Attention to detail and accuracy.		x

### Working Conditions

Regular travelling and able to travel countywide, including travel outside standard work hours and to areas that are not currently serviced by public transport.

This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:

**Work Hours:** Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.

**Location:** The primary work location is County Hall, Taunton, with opportunities for remote work as per organisational policies.

**Travel:** Some travel within the local area may be required for meetings, site visits, and community engagement activities.

**Work Environment:** The role involves working both independently and as part of a team, with access to modern office facilities and resources.

**Health and Safety:** Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

### Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do.

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Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: May 2025