

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
DIRECTORATE:		Finance, Development and Business
SERVICE AREA:		Housing
JOB TITLE		Apprentice Homelessness Preventions Officer
REPORTING TO:		Team Leader (Homelessness Preventions)
APPRENTICESHIP QUALIFICATION		Housing and Property Management – Level 3
APPRENTICESHIP DURATION:		21 months
1.	JOB SUMMARY:	
	<p>Assist the Homelessness Preventions Team to provide a front-line service to customers across the Borough of Stockton-on-Tees who are experiencing housing issues and enabling customers to access service in accordance with Homelessness Legislation.</p> <p>To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.</p>	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Work effectively within the Homelessness Preventions Team working in accordance with Homelessness Legislation and the Homeless Reduction Act.
	2	Support and empower customers to meet their agreed actions as set out in their Personal Housing Plan.
	3	Communicate effectively using all appropriate methods (i.e. telephone, e-mail, face-to-face etc) with a wide range of customer and stakeholders.
	4	Support colleagues to undertake home visits and provide advice and support in appropriate venues within Stockton-on-Tees.
	5	Provide a range of support and administration duties to ensure Homelessness Assessments are recorded accurately and that all data is up-to-date.
	6	Use information technology including Microsoft Office and the database system used by the team to record case management records – CDP HOAMS system
	7	Demonstrate a commitment to developing both professional and personal skills in accordance with the apprentice framework.
	8	Maintain attendance at both work and college to enable satisfactory completion of qualifications.
3.	KEY RESULTS AND OBJECTIVES	
	Ensure assessments of Homelessness applications are considered in accordance with Homelessness Legislation and the Homelessness Reduction Act and that all Local Authority Statutory duties are adhered to.	
4.	GENERAL	
	Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general	

scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Shaping a Brighter Future – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

Personal Development – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name	Signature	Date
Job Description written by (Manager)
Job Description agreed by (Apprentice)

Job Description dated May 2021



PERSON SPECIFICATION

Job Title	Apprentice Homelessness Preventions Officer	
Directorate / Service Area	Finance, Development and Business	Housing

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Level 2 Functional Skills in English & Maths / GCSE Grade C/4 or above</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level (level 3 or above) as this apprenticeship or in a similar subject (Housing and Property Management).</p>		Application form / Certificates
Experience	<p>Working as part of a team (this could be in a sporting, education, work or social setting).</p>		Application / Interview / References
Knowledge & Skills	<p>IT Skills - Able to use Microsoft Office.</p> <p>Numeracy and literacy skills.</p> <p>Excellent communication and interpersonal skills.</p> <p>Ability to communicate confidently in a pleasant and professional manner (both orally and in writing).</p> <p>Have the ability to understand and follow written working procedures.</p> <p>Ability to solve problems logically.</p>	<p>Knowledge of relevant Housing legislation - Homelessness Legislation and the Homeless Reduction Act</p>	Application / Interview / References

	Have the ability to understand and apply regulations and written instructions.		
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Committed to own personal development</p> <p>Committed to providing a customer-focussed service.</p> <p>High personal standards of self-discipline</p> <p>Highly motivated, and not easily discouraged</p> <p>Flexible approach to work</p>	Evidence of own continuous personal and professional development	Application / Interview / References
Other requirements	Can travel independently (as required)		Application / Interview

Person Specification dated

May 2021