

GRADUATE TRAINEE (HOUSING SOLUTIONS): JOB DESCRIPTION	
Job Summary	
Grade	9
Responsible To	Housing Solutions Team Leaders
Responsible For	None
Job Purpose	<p>To undertake training and development to become qualified and experienced in the work of the Housing Solutions Service, covering homelessness, housing register assessment & allocations and the management of temporary accommodation.</p> <p>To become proficient enough to take on work as an officer with a Housing Solutions Service.</p>
Location of Job	Elizabeth House, Dereham and within the Breckland district at a variety of locations.
Directorate/ Service Area	Housing & Communities
Description of Duties	
Primary Functional Objectives of the Role	<p>To Successfully obtain a place/s on relevant training and development courses and actively research and study to ensure qualifications are achieved.</p> <p>To develop knowledge and practical experience through working in the Housing Solutions Team (and, where necessary, in the wider Housing Service) to support day to day front line service provision, increasing skills and technical, theoretical and practical knowledge and skills</p> <p>Assist and support other members of the Housing Solutions team to deliver services. This may include business planning, back office functions, data input and effective business management, smarter ways of working, projects, studies and research.</p> <p>As competence and knowledge develops:</p> <ul style="list-style-type: none"> • Provide customers approaching the Council with timely and comprehensive housing advice and information. • Undertake investigations under homelessness legislation and make decisions. • Assess applicants for the housing register where this is a viable option for them and ensure they are registered and correctly banded according to the Council's Allocations Policy. • Provide management services for the council's temporary accommodation and liaise with other providers to make placements.

	Ensure compliance to all policies, procedures, standard operating practices, with recommendations for action and continuous improvement.
Primary Line/Performance Management Objectives of the Role (If Applicable)	None
Primary Leadership Objectives of the Role (If Applicable)	None
Responsibilities for:	
People	No people responsibility.
Assets	To provide and maintain a vehicle for use within and outside the district in accordance with Council policy.
Finance	Raise payment invoices and requisitions to be signed off by Team Leader or Manager.
Decision Making	<p>After training, make appropriate decisions on Homelessness cases and provide relevant appropriate advice and assistance including drafting decision letters.</p> <p>After training, to regularly make subjective and objective complex judgements to arrive at logical solutions based on data analysis, as well as evidence gathered in the field and from customers. Post-holder to be able to discuss/defend such decisions against challenges from lay or legal persons informally or formally in a court of law or tribunal.</p>
Communications	<p>The post holder will be required to communicate with Members of the public, colleagues within Housing and other departments, elected members, registered providers and other landlords, voluntary and statutory agencies. This will include routine exchanges of information, communication with individuals or groups, influencing, directing and negotiating.</p> <p>Communicate with internal and external agencies for routine exchanges of information, including but not limited to: Employers, GPs and Hospitals, Other Councils, Benefits Agencies, Police, Probation, and Children's Services.</p> <p>Negotiate with private landlords and others with the aim of preventing homelessness.</p>

GRADUATE TRAINEE (HOUSING SOLUTIONS) : PERSON SPECIFICATION	
Experience & Knowledge – Assessed from the application form	
Essential	Desirable
Knowledge of the nature and scope of councils' housing duties and their work.	Previous experience of working with the public and dealing with vulnerable people.
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> 5 GCSE's grade C or above, including English & Maths or equivalent A degree 	Post Grad Diploma in Housing Educated to degree level
Essential Behaviours: Assessed at interview	
Job Specific Behaviours	<ul style="list-style-type: none"> Collaborative: <ul style="list-style-type: none"> 'I listen supportively to the ideas of others, building on their ideas, while sharing my views and knowledge' Ambitious: <ul style="list-style-type: none"> 'My approach to work is filled with positivity and optimism' Results Driven: <ul style="list-style-type: none"> 'I am driven to achieve results and show courage and resilience even when things don't go to plan' 'I make sure I am clear on what I need to achieve, keeping a focus on results and solutions' Empowering: <ul style="list-style-type: none"> 'I take responsibility if things don't go well and learn from it for my own and for the organisation's development' 'I ask for help and support when needed' Supportive: <ul style="list-style-type: none"> 'I treat everyone with kindness, dignity and respect, valuing their thoughts, background and experience' 'I treat others as I would want to be treated myself ensuring I am welcoming, friendly and approachable'
Mental Demands	
<p>The post requires the successful candidate to deal sensitively with customers who may be vulnerable and/or emotional and situations that may be challenging, demanding and stressful, but still require clear and logical decisions to be made to bring matters to an acceptable conclusion. The role is led by service demand and at times is likely to require regular re-prioritisation of existing workload to cope with unpredictable peaks in demand for the service which requires professionalism at all times.</p> <p>In order to deal with the workload and manage customer expectation the role will regularly be mentally and emotionally demanding.</p>	

Physical Demands
To be able to meet the physical and travel/mobility requirements of the post and to make home or out of office visits as required. Part of the role is office based (sometimes in satellite offices) requiring the use of PC's and laptops, or working remotely from home or on site.
Health & Safety (exposure to risk)
The post is exposed to occasional unavoidable risks including: <ul style="list-style-type: none">- Visits to properties that are 'filthy' and/or verminous, infested with pests, or with trip/slip hazards- Dealing face to face with difficult situations that may be confrontational such as landlord and tenant disputes or aggressive/intoxicated clients