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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE:** Housing Registrations Advisor | POST NUMBER: 1100BWD |
| **REPORTS TO** (Job Title):  | Housing Registrations Manager |
| **DEPARTMENT:** Housing – Housing Options and Support Team | GRADE: 6 |
| **JE REF:** | 2119 A03635 | PANEL DATE: | 08/08/2017 |
| **1.** | **MAIN PURPOSE OF JOB** To pro actively administer and maintain an up to date list of people who want/need to access social housing, affordable housing, shared ownership and sheltered and sheltered with extra care. To determine an applicants eligibility / qualification to NYHC / relevant allocation policyTo carry out verification checks on all applicants details.To give realistic housing advice about North Yorkshire Home Choice (waiting list) to all potential applicants and general housing / homeless advice To manage a caseloadTo short list / nominate / allocate social housing and specialist schemes (Affordable/Low cost home ownership, Sheltered with Extra Care properties) |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i | To offer face to face support to advise an applicant about access to social housing, to offer assistance to complete an application if appropriate, to offer a ‘fast track’ service (to process a completed application at point of registration) To input, check and assess all applications upon receipt into the office to ensure that the application is completed sufficiently for inputting purposes. Where an application is not completed sufficiently contacting the customer by phone or by post and requesting the missing information.Inputting applications which are sufficiently complete for input onto the CYC integrated housing management system, SX3 and onto the North Yorkshire Home Choice System, Abritas or other relevant IT systems. Checking all details during input. Identifying applications which may be considered to be of a risk factor. Where an application is considered to carry a risk factor the application to be input and put on hold until full verification has been carried out and where appropriate a risk assessment has been requested and received. For applications with no risk once input the application will be assessed on line and set to Active making the application available for offer. Confirming banding and whether verification of the application will take place in the future, dependant on band, in writing to the applicant/s. |
|  | ii | Full verification of applications and assessment of eligibility / qualification to register on the housing register and prevention and protection of fraud and assistance/promotion debt recovery.* Checking details of all applicants are correct.
* Verifying all applicants’ details using computer based systems and other systems and sources of information. Cross referencing details supplied by the customers on the form and by additional ‘proofs’ across in house and external computer systems.
* Identifying where customers do not qualify for the register
* Identifying where customers may have deliberately worsened their circumstances and move bands/improve their chances of being re housed sooner.
* Identifying potential fraud cases and referring on to relevant departments for further in depth investigation.
* Assessing affordability
* Informing applicants in writing of the progress and outcome of their application, giving clear concise advice and timescales.
* Taking phone calls from customers who do not understand the outcome or are not happy with the outcome of their application, where appropriate arranging an interview or home visit to explain fully.
* Reassessing updates/change of circumstances to applications as with new applications fully verifying/checking and cross checking of information and informing applicants in writing of the outcomes.
* From the information provided by customers whether it be on their application, over the phone or at interview identifying those who are homeless or at risk of homeless giving relevant advice and referring them quickly to the correct service providers within CYC.
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|  | iii | Daily sorting of all incoming post, scanning and indexing of post onto the CYC document management system. |
|  | iv | Dealing with customers face to face in the office, face to face in their own homes and over the telephone in the office taking both general and in depth enquiries, enquiries dealt with will include but not be exhaustive of:* Assist an customer to apply for the housing register through a personal / phone interview, and advising customer of their potential eligibility / qualification and realistic housing outcome. To advise what they need to provide in order for their application to be processed and likely timescales for the processing of their application
* Assist them with completing the application, in the office, via phone and in their own homes where appropriate. Engaging with interpreters, signers, and utilising language line as appropriate/required.
* Checking information required for their application, ensuring proofs they provide are true. Checking current accommodation on ‘home visits’ to ensure information given on application form is ‘true’.
* Checking all details thoroughly with customers who would be classed as ‘Persons from Abroad’. Ensuring all CYC legal obligations are followed.
* Identify and advise customers when they do not qualify for the register.
* Advise on their current housing situation, signposting and advising on all Housing Options not just Social Housing.
* Advise on how they can ‘help themselves’ and what other agencies may be able to assist them with re housing.
* Advising customers who have been made an offer when they are unable to contact the Tenancy teams due to the nature of the role taking them out of the office frequently.
* Advising on how to improve their situation, such as extending area choices, accepting flats as well as houses etc
* Confirming what information is required for verification/ checking purposes
* Explaining why they have been placed in the appropriate band according to allocation policy
* Identifying where customers/applicants would benefit from advice from other internal departments and external agencies including but not exhaustive of Housing Benefits, Citizens Advice and DWP and signposting accordingly
* Contacting and advising customers about offers to CYC and Housing Association properties.
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|  | v | Monitoring content, stocks of leaflets and forms, arranging reprints and alterations as and when required or requested. Updating the website as necessary.  |
|  | vi | Checking of all the Housing Registrations email addresses replying normally within 24/48 hours but ensuring all replied to within the CYC guidelines of 10 working days.Replying to post from internal and external customers, councillors and other housing providers and external agencies within 5/10 working days within the relevant CYC or NYHC guidelines. |
|  | vii | Assessing customers eligibility to the NYHC register in the following areas, and providing information to other social landlords to regarding customers on the NYHC list who are eligible to be housed by them: |
|  |  | * **Low Cost Home Ownership (LCHO)** – Assessing eligibility of applicants to apply for LCHO, advising all current homeowners they are not eligible for this scheme. In addition to assessing the Housing Need of the application carrying out a full financial assessment on the applicant/s ability to obtain a mortgage and have sufficient savings for things such as solicitors fees. Further to assessing customers eligibility to this scheme Housing Advisors will also be responsible for short listing candidates to appropriate properties ensuring at all times that the applicant has the correct housing need and could not satisfy their own needs through the open market, ensuring CYC avoid any consequences of short listing incorrectly.
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|  |  | * **Medical Needs** – Housing Advisors will assess Applicants medical need this may be picked up form the initial application form or a referral may be received from, Social Workers, Occupational Therapists, GP or a Hospital Social Worker. The assessment will involve looking objectively at each case on its own merits and assessing if a move would improve their medical condition or prevent it from worsening. Even though referrals are from professional bodies Housing Advisors must assess if a move of home would improve their medical condition or prevent it from becoming worse and give them better/increased quality of life in reality and it is not just perceived that this will help by the applicant or the professional body. The housing Advisor will need to use negotiation skills, tact and diplomacy when dealing with applicants and professional bodies in these matters
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|  |  | * **Sheltered and Sheltered With Care Accommodation** – Housing Advisors will assess applicants eligibility for properties which are ‘Sheltered’ they will also check the information supplied by Social Workers stating Applicants require Sheltered with Care Accommodation to ensure that the needs and requirements adhere to NYHC allocations policy and SHEC policy for this type of property and challenge where appropriate requests from Social workers, ensuring this type of accommodation is utilised for best purpose and those in most need are housed utilising this accommodation.
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|  |  | * **Nominations to other Social Housing Landlords (RSLs)** – From the NYHC register to RSL properties not advertised via NYHC. Adhering to the ‘Information Sharing Protocol’, liaising and developing working relationships with colleagues within partner RSLs to ensure properties are let the applicants in most need.
* **Advertising.** Short listing and allocation of properties for CYC and Housing Association Nominations. Short lising and allocation of Affordable/LCHO properties Short listing and allocation of Sheltered with Extra Care properties
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|  |  | * **Persons from Abroad –** Housing Registrations Advisors are responsible for checking Persons from Abroad eligibility to go onto the housing register. They must identify the country of origin to ensure they have access to public housing, what their current working status is ensuring we have robust proof of this. Identify if their country of origin and working status entitle them to recourse to public funds, this must be done for every member of the household on the application, not just the lead applicant. In all cases an appointment to see the applicant in person must be made and all original documentation must be seen by the Advisor dealing with the case. Housing Advisors must have and understanding when undertaking responsibility for the consequential outcome in respect of the legal implications when dealing with Persons from Abroad. Ensuring at all times that CYC legal obligations are fulfilled. In undertaking these assessments there will often be a need to work with interpreters and ‘Language Line’.
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|  |  | * **Parental Responsibility –** Housing Registrations Advisors are responsible for assessing parental responsibility to ascertain an applicants housing need. Assessing whether a parent has a shared care arrangement, access to children, full custody. Also assessing whether or not an applicant has legal right to the current ‘family’ home It is essential these assessments are thorough and correct, to avoid a family being found intentionally homeless by following the wrong advice or being allocated a wrong sized home.
* **Homeowner assessments** – Where an application comes in from a current Homeowner, a Housing Advisor will assess the application on Housing Need and further to this will carry out a full financial assessment. Looking at mortgage outstanding, savings and equity in the property, ascertaining whether or not the applicant can satisfy their own housing need.
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|  | viii | Housing Advisors will be involved in the re registration process. Ensuring all applicants are contacted on an annual basis to confirm that they still required accommodation through CYC. |
|  | ix | As and when requested by the Housing Registrations Manager assisting with investigating complex enquiries, MP and Councillor enquiries, customer complaints and Ombudsman enquiries. |
|  | x | Training and mentoring new members of the team to provide sound support and ensure consistency across the team. In addition you will also be required to train members of other teams with regard to an overview of the Housing Registrations and Lettings policy and procedures. Identifying training needs for self and team members and reporting these to the Housing Registrations Manger. |
|  | xi | Logging, collating and reporting on figures and statistics as and when requested by managers. |
|  | xii | To support the Housing Registrations Manager in providing overview of NYHC to colleagues and partners |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE****No**: not responsible for direct line management of other staff**Reporting Direct –** Housing Registrations Manager**Indirect -** assist with on the job training, supervision and monitoring of new recruits, students and others - eg partner agencies, shadowing Working across several hostel locations and cover includes some out of hours (evening, weekend) work  |
| **4.** | **CREATIVITY & INNOVATION**The Housing Registrations Advisors are continually working to resolve customer problems, ensuring that they are given the best possible chance of being housed to their housing needs, dealing with customers over the phone and face to face. They often have to give customers realistic but unwanted information about their re-housing prospects. Adherence to current allocations policy and legislation Whilst the Housing Registrations Advisors work within the services regulatory framework and follow the North Yorkshire Home Choice common allocations policy and Sheltered Housing with Extra Care (SHEC) process , they are expected to work flexibly and use their experience and knowledge to find appropriate and timely solutions to issues that arise. Often having to make decisions based on the information provided within the constraints of policy and legislationContinually assess procedures and outcomes to assist the management team to amend policy and procedures and service delivery as appropriate. Constantly identifying areas for improvement within working practice and working towards implementation and ongoing review with the rest of the team.To break down barriers to enable customers to access and retain accommodation, prevent homelessness and to access other services as identified To be able to think on feet regarding numerous situations i.e. to de-escalate a situation which could become volatile. Need to be creative in approach, handling of situation, group dynamics, long term impacts. Staff occasionally lone work and have to make on the spot decisions.Working as part of a multi-agency team and developing shared cultures and good practice |
| **5.** | **CONTACTS & RELATIONSHIPS*** Daily contact with line manger - reports directly to the Housing Registrations Manager
* Customer group is public including families, young people, people, people with physical and with mental health problems,. Significant part of work is directly with customers – providing advice.
* Internal – Contact is fundamentally in relation to assessment of applications– primarily with Homeless Services staff, Landlord services, ASB Team, Single Access Point, Sheltered schemes, Social Workers, Children’s Services, Council Tax, Rent Recovery Assistants, Housing Assistants and Occupational Therapists
* External agency contact - Contact is fundamentally assessment of applications to an individual customer to gather or pass on information, Contacts include Homeless Agencies, Housing Associations, SHEC, Supported Housing services, NY Probation Service, NY Police, PCT, DWP, NYHC partners, Mental Health Services, NHS Services
* Contact may also be in multi-agency meetings , training or networking sessions
* The Housing Registrations Advisors will also have regular contact with external agencies, private landlords, Councillors and York’s local MP.
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|  **6.** | **DECISIONS – discretion & consequences*** Housing Registrations Advisors are responsible for prioritising their own workload and balancing that against the workload of the team.
* Housing Registrations Advisors are responsible for assessing applications for prioritisation (banding) in particular in relation to health and wellbeing and ‘risk’. Ensuring no application where there is a risk involved to either the customer or staff is set to Active prior to the correct procedures and or risk assessments being carried out/requested appropriately.
* Housing Registrations Advisors are responsible for ensuring full robust verification of every applicant is done, and documented fully and only those ‘eligible and qualify for housing are registered
* Housing Registrations Advisors are responsible for input and assessment of housing applications into the correct band according to NYHC policy, ensuring that equality is achieved consistently.
* Housing Registrations Advisors are responsible for assessing risk when it comes to their own Health and Safety when in the office, dealing with customers in the office and in their own homes, they must ensure that they check all relevant records and systems prior to engaging with customers outside the office and alert the Housing Registrations Manager to any potential risk identified in advance. In addition if it is identified whilst seeing a customer in the office or in their own home that there may be a potential risk to them, other staff members or the general public this must be reported appropriately.
* Housing Registrations Advisers are responsible for advertising vacant properties via Choice Based Lettings, shortlisting and allocating properties in accordance with the allocations policy and notifying successful customers. Housing Registrations Advisers are responsible for completing relevant paperwork / recording
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description Value  |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands: to provide appropriate 1-1 advice to an applicantTo be aware of changing legislation and policies in relation to allocations and homelessnessTo work as part of a multi-agency team To provide monitoring and statisticsAbility to work independently and on own initiative Normal office environment, interviewing customers in an interview room often dealing with difficult and sensitive situations. Visits to customers homes to provide housing advice / confirm information given in their application for Housing. Physical demands – Ability to work under pressure and meet targets and deadlines. Required to be mobile across city, able to access individuals homes.Working conditions – Based at West Offices but occasional home visits, visits to hostels and housing projects. Occasional flexible home working. Subjected to the external elements when working out on site.Work context – All work circumstances/areas may involve dealing with customers who may be upset or aggressive regarding their housing issues |
| **9.** | **KNOWLEDGE & SKILLS*** Strong working knowledge of computerised Systems. Must be computer literate in Word, Excel and email.
* Must be able to train others (including public) on computer software package (Abtitas)
* Experience of working with the general public, face to face, over the phone and corresponding in writing.
* Ability to interpret customer needs and circumstances and treat each case on its own merits, always thinking about and addressing equality, diversity and empathy with a flexible and adaptable approach.
* Proven Customer Care skills and knowledge including ability to communicate effectively with customers and colleagues
* Ability to deal with a diverse customer base and tackle difficult and sensitive situations with tact and in a manner that will minimise emotional upset or offence.
* Good standard of literacy and numeracy skills
* Ability to prioritise work and to manage your time in order to achieve agreed team and personal targets.
* Work using own initiative using investigative methods available to you
* Knowledge of social housing, allocations and homeless legislation and legal framework

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1 - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Housing Registrations ManagerHousing Registrations AdvisorOther jobs at this level: HH support worker (days), temporary accommodation support workerJobs reporting up to this one: NONE |