

Post Specification

Date	March 2026
PG Number	8990
Post Title	Housing Assistant - Homelessness
Job Family	Organisational Support
Job Family Role Profile	OS7
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

This post sits within the Homeless Prevention and Housing Service, which specifically supports the operational delivery of the councils teams, working with all people experiencing and at risk of homelessness. Post holders will work with colleagues across this wider service area to provide high quality first point of contact for housing related advice and support to people who are at risk of or experiencing homelessness.

This service is central to ensuring operational statutory and legal duties are delivered through the management of a range of statutory direct access accommodation and crisis support; as well as delivering homelessness advice and assistance 24 hours a day, and quality community based accommodation and support pathway services for people experiencing homelessness, in fulfilment of the Councils statutory legal and regulatory requirements in the delivery of the homelessness and housing support provision across Cumberland (Housing Act 1996 Part VI & VII; Homelessness Act 2002; Homeless Reduction Act 2017 and Domestic Abuse Act 2021).

Purpose of this post

- To work as part of a specialist service area providing a range of strength-based person centred services to support the relief of homelessness; supporting the councils strategic priorities and vision: working towards ending homelessness together
- To work pro-actively and collaboratively across the Homeless Prevention and Housing Services and teams, to provide administrative support, assistance and initial triaging screening following operational guidance to ensure residents across Cumberland receive the right support at the right time ensuring a client focused approach at all times and to assist in processing homeless applications and application to the Authorities Common Housing Register in line with the local Allocations Policy
- To assist in providing an inclusive customer focused culture across the service delivering effective and appropriate quality services to customers, without discrimination; promoting and engendering a culture of safeguarding, customer empowerment and involvement
- To demonstrate resilience and a strong team approach whilst being comfortable working within complex systems and advocating with compassion and enthusiasm for vulnerable adults and children experiencing homelessness / at risk of

Key job specific accountabilities

1. To provide a triage / first point of contact for people who are at risk of homelessness (within 56 days) or who are experiencing a homelessness emergency via telephone, email, case management portal or other council digital pathways ensuring appropriate actions is taken. Including early intervention face to face advice, guidance and support to enable people to join the housing register and access up to date information to secure accommodation in the private rented sector

2. To respond to and triage all referrals the Council receives under Duty to Refer arrangements; including: allocating tasks / cases to Specialist Case Officers, making appointments, gathering and processing initial assessment information and evidence (for example relating to s8, s21, medical information, EPC documentation, ID and credit checks etc.)
3. To co-ordinate and provide sensitive and empathetic responses to all general homelessness queries including emails, phone calls, housing register correspondence and temporary accommodation enquiries to facilitate safe and supportive relationships
4. To ensure the accurate recording of data and information relating to the work of the wider Homeless Prevention and Housing Services on Locata and provide a general administrative support service as directed by the managers within the services
5. To support the teams across the services to maintain accurate records relating to income and expenditure associated with temporary accommodation including the monitoring of housing benefit receipts, taking action where appropriate
6. To contact households in receipt of mortgage repossession letters
7. To provide administrative support in relation to financial management including the processing of purchase orders, setting up new suppliers and paying invoices etc.
8. To undertake administrative tasks to support the Officers in the delivery of and arranging access to temporary accommodation options for households as directed such as completing and sending referrals, making bed and breakfast bookings and liaising with other agencies to access appropriate support for clients to meet immediate needs wider than housing related
9. To assist the Officers to identify accommodation in the private rented and supported housing sector including the maintenance of a combined PRS landlord's directory
10. Assist the teams in updating all leaflets, webpages, advice letters and specialist information in line with statutory guidelines and best practice
11. Support the delivery of pro-active in and out-reach support such as making room bookings etc. arranging multi-agency meetings or assist in gathering all information and evidence required at the earliest opportunity to ensure pro-active case work is undertaken in a timely manner to prevent and relieve homelessness and rough sleeping at the earliest opportunity including in support of TA risk assessments and to promote successful rehousing options in line with legislation
12. To act as a second worker in support of complex cases (not a case holder) for example for multi-complex need or higher risk cases
13. Provide administrative support including the requesting and gathering of evidence required from customers and wider partners etc. in support of the officers making statutory homelessness decisions including updating housing case manager systems, PHPs and notes
14. To assist in the organisation of specific training programmes and campaigns to raise awareness, knowledge and educate others regarding homelessness and in support of strategic partnerships and events
15. Ensure safeguarding vulnerable adults and children is threaded throughout all practice and policy further ensuring all work undertaken is within the councils policies, guidelines and procedures to protect vulnerable adults and children at risk from abuse
16. Provide administrative support in the planning of day to day activities relating to cases including supporting accurate high quality case / support files which are co-produced and include feedback from service users
17. Maintain accurate record keeping to support timely submission of Government (and other) returns and reports related to operational delivery for Cumberland Council; including those to measure and drive quality standards and performance across the service

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	None
Staff Management Responsibilities	None
Other	None

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ level 2 (level 3 desirable), relevant professional qualification or demonstrable equivalent experience
- Experience of office management and of organising case manager information systems
- Effective record keeping disciplines and ability to demonstrate high levels of care, accuracy, confidentiality and security when handling information
- Experience of supporting front-line service provision or multi-disciplinary teams working with vulnerable people
- Experience of working with vulnerable customers and dealing with stakeholders including the public and external partners
- Knowledge of the councils homelessness related services including operational and service specific policy and procedure
- Knowledge of health and safety related procedures and how they apply to working with vulnerable people in support of the delivery of frontline services
- Good interpersonal skills
- Pro-active and organised
- Able to take minutes, prepare agendas and service meetings across wider partnerships
- ICT competent
- Able to resolve problems using initiative and diplomacy
- Be able to work to a high degree of accuracy, timescales, tight deadlines and prioritise own work load
- Sound financial and literacy skills
- Experience of developing and delivering management information to support managers in decision making and service development
- Experience of scheduling / planning of work activities in a fast-paced environment
- Understanding of safeguarding vulnerable adults and children

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – Children & Adults

Job working circumstances

Emotional Demands	• Will involve working on multiple priorities at the same time • Will require strong personal and emotional resilience when dealing with vulnerable customers in distressing situations and under difficult circumstances • To be responsive to adults, families and children in crisis
Physical Demands	• Minimal
Working Conditions	• Able to work in the allocated office on a daily basis; may be required to travel around Cumberland to other council offices

Other Factors

- May be required to work flexibly on occasion to ensure the needs of the service users and staff are met including out of normal office hours.
- Able to drive or ability to travel including OOH to be responsive to emergencies
- To be adaptive and have the ability to engage with vulnerable people (children, young people, families and those with complex needs) who may be in severe distress or experiencing trauma