**Job Description**



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| Job Title | Private Rented Sector Advisor | Directorate | Place |
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| Post Number |  | Division | Housing Options & Support |
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| Grade | 7 | Salary |  | Section | Homelessness Prevention and Response Team |
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| Reports To | Team Leader HPRT |

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| **Purpose of the Job** |
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| * To deliver a comprehensive advice service for tenants living in the private rented sector (PRS) who may be at risk of homelessness.
* To provide an advice service to help homeless applicants to access PRS accommodation
* To provide a comprehensive specialist casework service with a main focus upon PRS issues
* To provide advice to colleagues in connection with PRS issues.
* To intervene in cases with a focus upon preventing homelessness
* To prevent homelessness from the PRS through a variety of activities
* To manage a personal caseload, preventing homelessness whenever possible
* To be an effective member of the Homelessness Prevention and Response Team, ensuring that high quality customer services are provided at all times, and that the service is continuously improving
* To be personally responsible for developing work within this service area and/or particular partnership initiatives relating to PRS issues
* To identify cases where there is a defence to possession action and to advise both tenant and landlord of their rights and responsibilities
* To proactively work with both landlords and tenants to try to prevent homelessness or delay homelessness whilst other options are sought
* To engage with PRS landlords and to encourage good practice in the PRS
* To encourage good working relationships between PRS landlords and DMBC
* To liaise with relevant colleagues in enforcement/environmental health to prevent homelessness improve standards within the PRS
* In all cases, to maintain records, statements and case files for the purpose of assessing claims, preventing homelessness,prosecuting landlords, defending or pursuing other court proceedings.
* To receive homeless/potentially homeless referrals and make an initial assessment and case plan
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| **Key Accountabilities** |
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| * To be accountable for and promote equal opportunity, diversity and community cohesion to meet Council, Directorate and Service objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
* To participate in a Performance Review and Development meetings and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
* In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with the post holder’s level, wherever they may be, to achieve the objectives of the Directorate.
* To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.
* To actively promote Dudley’s commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults at a level appropriate to this role setting.
* Employees must comply with health and safety legislation and will be required to comply with the Council’s Health and Safety policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.
* To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health and safety, Data Protection and Internet/Email use.

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| **Specific Accountabilities*** Support, advise, and/or advocate on behalf of customers to prevent homelessness.
* Provide a flexible service to meet the specific needs of customer which may include undertaking visits where necessary
* Provide casework specific to the area of expertise
* To work to prevent homelessness through advocacy and negation with a focus upon maintaining tenancies
* Act for a customer where necessary calculating, negotiating, drafting or writing letters and/or telephoning third parties upon their behalf
* Negotiating with third parties as appropriate
* Providing or securing representation on behalf of customers
* Ensure income maximisation through the take up of benefits/money advice
* Identifying potential defence to possession action
* To assist customers with other related problems where they are an integral part of their case, and refer to other advisers or specialist agencies as appropriate
* Hold a level of caseload agreed with the Line Manager
* To have a current or recent up to date working knowledge of the 1988 HA and of the Protection from Eviction Act 1977
* Assist in developing relevant policies and procedures
* Provide reports and briefings to partners and colleagues
* Liaise with colleagues and partners in developing promotional materials for the service
* Complete all statistical returns and reports as required
* Use IT effectively for statistical recording, record keeping and document production
* Keep up to date with current/new legislation, case law, policies and procedures and attend appropriate meetings.
* Be responsible for identifying own training needs and attend courses as agreed with the Line Manager
* Attend relevant internal and external meetings
* Prepare for and attend supervision sessions and annual appraisal
* Assist in initiatives to improve services
* To provide Housing Advice to customers at Dudley Council Plus, on the telephone, or in any other setting as appropriate
* To recommend payments from the Homelessness Prevention Fund/other funding schemes as appropriate, according to Directorate polices and procedures
* To carry out home visits in order to verify circumstances, attempt prevention, and assess accommodation and support needs
* To cover out of hours duty service

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| Special Conditions | This post is subject to the DBS checking process *(delete if not applicable)*Driving Licence will be subject to checking with the DVLA. It is a council requirement to have Business Use Car Insurance and a valid MOT certificate (For cars over 3 years old |
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| Car Allowance | Casual  |
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| Prepared By(Section/Mgr) | Hayley Rowley |
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| Review Date  |  |