

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Homeless Relief Officer	Location:	Witney
Job group:	Case/Field Worker - Level 2	Peer group no:	PG-I15
Reports to:	Caroline Clissold	Working hours:	37
Business World Post number:	880001502	Line management responsibility:	No
		Direct Reports:	NA
FTE Salary pro rata:	£32,307 - £33,798	Contract type:	Permanent
		Further detail	NA
Main purpose of this specific role:	<p>To provide a comprehensive Housing and Homelessness service to customers with a range of housing related issues.</p> <p>Key responsibilities:</p> <ul style="list-style-type: none"> • To assess all customers presenting as homeless to determine what housing duty is owed to them • Create individual housing plans for every applicant which fully reflect their needs and circumstances • To source appropriate short term and long term accommodation to assist the council in discharging its duties • To assist with the daily running of the homeless hostel's • To manage a caseload of people complex issues who are currently experiencing a housing crisis • Empower individuals/household to find their own solution to their housing crisis 		

	<ul style="list-style-type: none"> • Maintain accurate records both written and electronic and other monitoring information as required • Ensure that all legal duties are assessed, appropriate decisions made and letters issued informing applicants of this and their rights to request a review of decisions made • Liaise with relevant agencies to ensure applicants are able to access appropriate support as identified in their Housing Needs Assessment to prevent homelessness from occurring where possible and to ensure accommodation is maintained into the future. • Attend and represent the section/department at meetings/working parties/case conferences as appropriate • Maintain a thorough knowledge of Housing and related legislation, including the Housing Acts, case law, the Homelessness Reduction code of guidance and good practice in the implementation thereof • The postholder may be required to participate in duty rota • Working to add value to, and be a valued member of the team, and to be valued by customers • The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information
<p>Essential qualifications/skills/ experience specific to this role:</p>	<p>Qualifications</p> <ul style="list-style-type: none"> • GCSEs (5 A-Cs or equivalent, including Maths and English) <p>Experience</p> <ul style="list-style-type: none"> • Experience of working in a Housing or Homelessness focused service • Experience of working with vulnerable people • Experience of working with people with complex needs • Experience of working in an office based environment and as part of a team • Experience of multi-agency working • Experience recording and dealing with data accurately and effectively <p>Skills</p> <ul style="list-style-type: none"> • Good level of IT skills - MS Office

	<ul style="list-style-type: none"> • Communicates effectively at all levels (excellent verbal and written skills) • Achieves results through others • Is customer focussed, responsive, and co-operative with customers • High level of self-motivation, tact, judgement discretion and initiative • Is proactive/self-motivated • Prioritises and meets tight deadlines • Is flexible • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Ability to maintain confidentiality in accordance with Data Protection
	Generic Job Profile:
Main Purpose:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts • Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts • Undertake site visits if/when required • Take ownership of complex or protracted cases and progress to resolution
Key Responsibilities:	<ol style="list-style-type: none"> 1. Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally 2. Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines 3. Consult with technical colleagues as required 4. Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines 5. Ensure all relevant customer and company information is captured and recorded accurately 6. Planning and prioritising workloads in order to meet agreed short term objectives 7. Carry out duties with discretion, integrity and maintain confidentiality 8. Understand and demonstrate commitment in delivering the key performance indicators within the function 9. Undertake any other duties as reasonably required to do so

General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Essential Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience • GCSE Maths and English or equivalent to grade C/4 or higher • Ability to build customer relationships • Knowledge and experience in assessing complex situations and carrying out inspections if and when required • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Mentor and train colleagues • Maintain accurate and up to date records • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised qualification • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel • DBS Check • Due to the sensitive nature of our work, breaches of confidentiality or inappropriate disclosure of personal information will be taken seriously and may lead to dismissal.
Date reviewed:	24/06/2025

Reviewed by:	Caroline Clissold
Manager job title:	Business Manager Housing
Date of issue:	24/06/2025