

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Early Intervention & Prevention Officer

Community Safety, Engagement & Resettlement; Communities & Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

Working with information and data to identify people who may be at risk of losing their homes and then managing a caseload of clients; providing advice, guidance and assistance on the range of options available to resolve problems that could lead to homelessness. Working with a clear focus on the prevention of homelessness through early intervention actions and support, with a focus on income maximisation and financial support and advice.

Assessing the individual support needs of clients and devising personalised housing and support plans. Referring cases and working collaboratively with services that provide additional assistance where appropriate e.g. social care, public health, community and voluntary advice organisations. Liaising and negotiating with landlords and council tax services where necessary. Working closely with clients, building trusted relationships to assist clients to find solutions that work for them in their situation, that will mean positive, sustainable outcomes, helping empower people to sustain their accommodation.

Accountable to:

This role is accountable to the Community Engagement & Resettlement Manager, the role has no line management responsibility. The role sits within Community Safety, Engagement & Resettlement, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide a dedicated and empathetic service to clients presenting with housing problems; assessing their housing circumstances and support needs; and to explore the appropriate interventions to help clients retain their current home, or to access suitable alternative accommodation.
2. To take a holistic view and advise clients on full range of options to solve their housing issues; including intervention, mediation and negotiation if threatened with homelessness, and to look at other housing options; including, private renting, assistance with mortgage advice, supported accommodation options and shared ownership.
3. To advise clients of available tenancy support services; including income maximisation through awareness and support with benefits claims, Discretionary Housing Payments, supporting to improve employment prospects, also under-occupation schemes, mutual exchange, debt and rent arrears advice and Housing Benefit and Council Tax support.
4. To support clients with employment prospects by assisting with employment profiling, job matching, CV writing and interviewing skills. And also building effective relationships with local training providers, local colleges and external employers to secure education opportunities and secure and retain paid employment.
5. To develop, build and maintain effective working relationships with colleagues within West Northamptonshire Council, external partners, voluntary sector and other housing organisations and landlords, including in the private sector and with registered social landlords. To provide robust, accurate responses to enquiries from Members and MP's offices.
6. To manage a caseload of homelessness prevention cases and develop, update and review Personalised Housing Plans for customers. These plans will ensure that homelessness is prevented or relieved through active engagement with the council and private sector services irrespective of the customer's priority need or intentionality status. Keep accurate case records and be able to report on progress and outcomes, on both agreed deadlines and milestones, and on an adhoc basis when required.
7. Conduct home visits, being respectful of other people's space, circumstances and culture whilst adopting robust personal safety management and risk assessments.
8. To support cultural change across the organisation, through good working partnerships, and with customers and communities.

9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other people.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
As this is a customer-focused role the ability to converse at ease with customers adapting communication style to suit differing audiences. To be patient and empathetic to fully understand the needs of others.	E	A,I
Additionally, having excellent communication and collaborative skills in person and in writing to be able to influence, mediate and negotiate with other people.	E	A, I
Being able to use initiative and self-management to prioritise and manage a caseload, identifying issues and planning ahead to achieve positive outcomes.	E	A,I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A,I

Knowledge:	Essential / Desirable	Measured by
General knowledge and understanding of housing and homelessness legislation.	E	A, I
Understanding of debt and money advice and other local services.	E	A, I
Knowledge of the benefits system, including sickness and disability benefits, and Housing Benefit and Council Tax Reduction.	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Customer-focused, delivering a high quality service to customers from all backgrounds.	E	A, I
Proven ability and experience of conducting home visits and assessing needs to provide relevant guidance and support	E	A, I
Experience of dealing with a wide range of clients with a variety of support needs, including ASB, Drug and Alcohol, Domestic Abuse, etc. and knowledge of the support available.	E	A, I
Supporting people into employment or improving employability prospects.	D	A,I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to further education level (e.g. A-Level, Apprenticeship, etc.)	E	A, D
Housing qualification and / or training	D	A, D
Debt & money advice training	D	A, D
To have a full clean UK driving licence in order to conduct home visits at the client's home, prison, hostels, hospital or other locations as may be necessary.	E	D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Basic Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37	Primary work base:	Northampton
Job family band:	CA06	Worker type:	Part-flexible
Salary range:	£34,203 - £37,067	Budget responsibility:	Nil
People management responsibility:	None		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means you will have a specific work location but that you will be able to work from other locations to meet the demands of the role. When not working from an office, you will be working remotely from venues such as community hubs, libraries and home for up to three days a week.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

