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| Housing Solutions Triage Assistant  JE Code: JE2577  **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Adult Services |
| **Reports to:** | Senior Officer |
| **Job Family:** | Professional/Technical |
| **Grade:** | D |
| **Political restricted:** | N |
| **Date:** | December 2023 |

**Key Deliverables**

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| **1.** | To be part of the busy Housing Solutions Team providing a proactive triage service, giving advice and assistance, in accordance with current legislation, to anyone approaching the service who is threatened with homelessness and identifying those who are already homeless. |
| **2.** | To be the first point of contact for all new enquiries into the service and to gather information from those who are threatened with homelessness, including ascertaining risk of homelessness prior to booking them an appointment with an Officer for an assessment. |
| **3.** | To provide verbal and written advice on housing solutions available and share toolkits, to anyone approaching the Council, working closely with other colleagues and partner agencies. The advice will include sign posting to other services: within the Council or external partners. |
| **4.** | Assist residents with accessing services that support them to find or sustain accommodation. Arrange Homeless assessment appointments and provide a meet and greet service to customers. |
| **5.** | To gather documents from customers ensuring they are stored and shared with relevant colleagues. |
| **6.** | To provide responses to all homelessness enquiries, including emails and phone calls and ‘Duty to refer’ notifications. |
| **8.** | Assist customers with accessing services that support them to find or sustain accommodation. |
| **9.** | To attend meetings and events as required to promote the service; including assisting with the administration if required, in terms of organising, preparation, taking minutes. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Able to accurately complete various forms relating to the recording of personal information and possessing a thorough understanding of the need for accuracy and confidentiality. |
| **2.** | Proven ability to influence, persuade and negotiate to achieve positive outcomes. |
| **3.** | Experience of working in a housing service or a similar area of work. |
| **4.** | A good understanding of the current homelessness legislation, housing solutions available and able to sign post to other services and partners. |
| **5.** | Able to communicate effectively and clearly to different audiences both verbally and in writing and able to adapt personal skills and approach to different situations. |
| **6.** | Excellent customer service skills and the ability to work as part of a team. |
| **7.** | A non-judgmental attitude with empathy for people who find themselves in a stressful housing situation. |

Job Family

Professional/Technical

Grade D



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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

### Role characteristics

At this level roles solve varied problems and have a work horizon several weeks ahead. They are proactive in seeking solutions to unexpected issues and their experience allows them to work independently within the limits of their team responsibility.

### The knowledge and skills required

Well versed in the complex technical procedures of their specialism, job holders will have undergone dedicated formal education/training in the development of their expertise. This level is also appropriate for those with graduate level qualifications conferring a theoretical understanding of their field, but without a great deal of specific experience.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

Job holders will need to make judgements as well as creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon job holders’ technical expertise in their particular discipline. Job holders will deal with many day-to-day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

The terminology used within job holders’ specialism can be a barrier to communication, so job holders will need to exercise their interpersonal skills to effectively exchange factual information with a range of audiences. Job holders will help others understand issues and make choices, guide & advise, offer choices and suggest alternatives.

**Decision making and innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

### Areas of responsibility

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team. They are likely to be either financial accountability at the level of regular cash handling or monitoring/spending from an agreed budget or the careful use and maintenance of significant Council assets such as vehicles, equipment, information and resources.

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.