



Job Description

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St. Helens Council

Post: Homelessness Caseworker

Post Number:

Department: Adult Social Care & Health

Grade: Scp 26-28

Responsible to: Housing Advice Manager

Purpose of the Post:

To provide an effective service to customers who require assessment under the homelessness legislation and to make subsequent decisions / take appropriate action upon the outcome of assessments.

Duties and Responsibilities:

1. To receive and respond to referrals from the Housing Options Officers of applicants requiring assistance and assessment through the homelessness legislation.
2. To update computerised information systems to ensure good record keeping and case details and utilise IT to manage own caseload.
3. To ensure that investigations are carried out in a thorough, sensitive and timely manner to determine priority and circumstances of housing applicants and homeless applicants within the terms of the relevant legislation.
4. To ensure that decisions made in relation to applicants are correct and accurate within the scope of the defined legislation.
5. To be responsible for the continued liaison and contact with applicants who are placed in temporary accommodation to ensure timely move on and to ensure applicants are supported by suitable agencies where appropriate.
6. To work closely with the Accommodation Officer in ensuring that the time spent by applicants in temporary accommodation is reduced and that the use of temporary accommodation is minimised overall.
7. To respond in a timely and professional manner to other local authorities, advocate agencies, legal representatives and other interested bodies in relation to clients where authorisation has been granted.
8. To liaise with the Under One Roof team in relation to the prioritisation of clients following homelessness assessment and to highlight any issues regarding access to accommodation to the Accommodation Officer.



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9. To ensure that confidentiality is maintained concerning applications and allocations and that information is only disclosed where necessary and according to procedure.
10. To keep up to date with changes in legislation, case law and policy on homelessness and other related areas and to learn from good practice from other local authorities.
11. To attend appropriate meetings with partner agencies and to deal with correspondence in a timely and effective manner.
12. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
13. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
14. To comply with the Council's Data Protection Policy and Code of Practice within the service area of the post.

This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the postholder/s at the appropriate time.

Date Prepared: March 2006

Date reviewed: October 2011

Date updated: December 2014