



# HILLINGDON

LONDON

## Job Profile

August 2025

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<b>JOB TITLE:</b>	Homelessness Caseworker
<b>GRADE:</b>	SO2
<b>POST NO:</b>	Post specific
<b>JOB TIER:</b>	5 (Non-management)
<b>DBS CHECK:</b>	Enhanced
<b>DIRECTORATE:</b>	Residents Services
<b>SERVICE:</b>	Housing Needs and Homelessness
<b>Reports to:</b>	Homelessness Team Manager
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	Nil

### **ROLE PURPOSE:**

The Caseworker will be responsible for proactively delivering homelessness and move on casework such as:

- Enquiries and Assessments
- Prevention and Relief Duty
- Personalised Housing Plans and reasonable steps
- Main Duty Casework and Move on
- Housing Advice such as security of tenure, low-cost home ownership, preventing homelessness, investigating householder circumstances and undertaking statutory assessments to determine the best options and resources available on a case-by-case basis.

This will involve carrying and managing a case load across Housing Needs and Homelessness, move-on and homeless prevention, to work with individuals supporting and directing clients to access a broad range of housing options and

where appropriate making relevant onward referrals and signposting to other services. The post holder will ensure statutory requirements are met and local team targets are delivered through casework.

The Caseworker will foster positive and constructive collaboration with other services, including local authorities and Registered Social Landlords (RSLs), in the best interests of Hillingdon's residents. They will maintain strong local partnerships in line with established protocols.

## A. Job Description

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### 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To actively support the management of the service delivering a professional, responsive and individualised service to Hillingdon residents requiring housing advice and to explore and sign-post to housing options.
- To provide holistic, informed and accurate housing advice which is "right first time", to all approaches to the service.
- To support, coach and empower residents to independently assess and manage their own housing situation and make informed choices.
- To ensure that the resident voice is heard and translated into tailored offers.
- Collaborate with other services and agencies to provide comprehensive support to residents.
- Contribute to the delivery of the five commitments to residents from the Council Strategy.

### 2. People Management

- No direct supervisory responsibility however there may be a requirement to assist in the induction and training of peers and new employees.

### 3. Operational Service Delivery

- To ensure that potentially homeless clients are given advice and assistance including those in housing need to whom the Council has no legal obligation to provide emergency accommodation to claim housing and other welfare benefits available to them with the aim of preventing or delaying homelessness, including the use of Discretionary Housing Payments (DHP).

- To ensure the council's duties under the Homelessness Reduction Act 2017, and associated legislation and guidance are met, delivering a proactive person centred, outcome focused and end to end case management approach.
- Provide specialist homelessness casework for applicants with complex support needs, ensuring all casework is conducted in line with relevant legislation, strategies, policies, and initiatives at national, regional, and local levels. This will be supported through consistent case supervision, expert advice, guidance, and ongoing support.
- Assess applicants under the prevention and relief duties, issuing S.184 final decision letters in accordance with legal requirements. Ensure clear communication and effective management of customer expectations throughout the process.
- Conduct comprehensive assessments to develop focused, co-produced Personal Housing Plans (PHPs) tailored to each applicant. Collaboratively agree on realistic and achievable tasks with the customer, ensuring the PHP remains relevant and responsive to their evolving needs.
- Liaise with Housing Benefit regarding Discretionary Housing Payment (DHP) applications, and ensure essential actions are incorporated as reasonable steps within the PHP.
- Apply effective case management skills to prevent and relieve homelessness in a timely manner. Where prevention is not possible, support the arrangement of appropriate Temporary Accommodation (TA) to meet the applicant's needs.
- Create and maintain accurate, GDPR-compliant customer records and detailed casework notes using designated IT systems, ensuring all activities and decisions are properly documented.
- To actively manage case work in accordance with expected standards of timeliness and quality and to adhere to agreed procedures at all times, including maintaining a high standard of accurate written records and reports.
- Where appropriate, carry out thorough assessments and develop high-quality risk management plans for applicants, drawing on information from both the applicant and a range of relevant stakeholders.
- Be knowledgeable and up to date with housing legislation, policy, procedures, case law and Codes of Guidance to ensure statutory requirements are consistently met.
- To contribute to communicating clearly and effectively with staff, customers and their representatives, Elected Members, colleagues and other third parties around all aspects of the service delivery and linkages with other areas,

promoting a widespread understanding of the service and its capacity to manage stakeholder's expectations and agree realistic outcomes and goals.

- Attend a range of multi-agency meetings as required, including case conferences, discharge planning meetings, and Multi-Agency Public Protection Arrangements (MAPPA) and Multi Agency Risk Assessment Conferences (MARAC).
- To contribute to preparing and implementing the housing strategy, homelessness strategy, rough sleepers' strategy, social housing allocations policy as it relates to housing need and homelessness, and to undertake projects related to the development of the service area.
- To actively detect and prevent fraudulent applications for housing assistance and refer any possible cases to the Counter Fraud Team.
- Support the service in preparing homelessness review documentation and compiling case bundles for court proceedings, ensuring accuracy and completeness.
- To undertake investigations into Complaints, Members Enquiries, Freedom of Information Requests, and Ombudsman enquiries as required. Ensure corporate standards are met consistently adhered to.
- Work flexibly in line with organisational requirements, including working from designated local hubs as part of regular working arrangements.

### **Prevention and Relief and Move-On Casework**

- Be able to provide advice on a range of housing options, including low cost home ownership which promotes self-service, independence and prevents homelessness.
- To manage case work using expertise, knowledge of legislation and well established networks and partnerships to move clients on from temporary accommodation into longer term suitable and sustainable accommodation which effectively fulfils the Councils statutory duties.
- To ensure that suitable housing solutions are delivered to residents consistently. This includes reducing the use of temporary accommodation and developing creative solutions to achieve this, including consistent use of the Social Housing Allocations Policy and the Private Rented Sector (PRS).
- Develop and maintain strong relationships with private landlords, local managing and letting agents, and owners of empty properties to secure privately rented accommodation for households in housing need across the Borough.

- Identify and manage safeguarding concerns and risk, introducing risk aversion plans and make safeguarding referrals for vulnerable individuals, including Early Help Assessment (EHA) referrals for families with/and children and young people.
- Taking the lead professional role where necessary and attend joint meetings, case conferences etc
- Manage the risks and respond sensitively to adults, children and young people and individuals fleeing abuse or violence, keeping them away from further harm, by undertaking appropriate risk assessments and to provide the best possible solutions.
- To be able to provide expert advice on security of tenure, giving detailed advice and be able to support tenants where their tenancy may be at risk.
- To be proactively managing complex case work and contributing to case reviews where residents are at risk of homelessness to effectively fulfil the Council's statutory duties and resolve their homelessness and intervene immediately with cases to prevent crisis homelessness.
- Build effective working relationships with Adult Social Care and Health and Children's Services, other Council services and external housing and support partners to deliver a seamless service, where appropriate. Have an understanding of the various social care legislative requirements as they affect housing.
- To take appropriate action to investigate and discharge the Council's homelessness duty where appropriate for cases where there is concern that temporary accommodation has been abandoned, sub-let or misused.
- Carry out outreach activities, including delivering housing advice and welfare rights sessions at the premises of partner organisations and independent sector groups.
- Identify residents additional support needs and vulnerabilities and refer cases to the Housing Support Service as required. Be aware and take appropriate action in relation to child and adult protection issues.

#### **4. Service Planning & Development**

- Contribute to the annual Team Plan, aligned to the Group / Service Plan(s), that sets out clear objectives and priorities for the team.
- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.
- Contribute to the development and review of procedure manuals providing guidance on the functions of the team.
- Take part in training, development and service planning activities.

- Develop, maintain, in-depth knowledge of Housing Needs and Homelessness both through self-led learning and formal and informal training opportunities.
- Engage in personal and team development through 1-1s, appraisals, team meetings, and performance reviews.
- Support and champion the implementation of changes to service delivery.
- Identify and act on potential efficiency savings to drive continuous service improvement.

## **5. Financial & Resource Management**

- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- Deliver against allocated budgets and MTFs saving targets.
- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.
- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

## **6. Service Improvement**

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.
- Contribute to the delivery of cross-cutting service improvement initiatives and projects.
- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for residents.
- To undertake appropriate professional training to maintain professional competence and continual personal development, as required.
- Maintain an awareness of the Council's legal duties and policy objectives in respect of Equal Opportunities and Customer Care and ensure that they are incorporated into policy and practice.
- Adopt continuous improvement whilst undertaking role functions.
- Contribute to the Council's transformation agenda, leading by example and inspiring others to embrace change.

- Contribute to the development and review of policies related to Housing Needs and homelessness prevention, ensuring compliance with relevant legislation and best practices.

## 7. Contacts

- Primary contact will be with other officers within the Council, and service users / residents and their representative bodies. **Internal contacts will include:**
  - Housing Management
  - Resident Hub
  - Adult Social Care & Health
  - Children’s Services
  - Counter Fraud
  - Housing Benefit
  - Councillors and MPs

### **External contacts will include:**

- Landlords and Agents
- Registered Social Landlords
- Local Authorities
- Probation Services
- Third Sector Organisations
- Health
- Citizens Advice Bureau
- Department for Work and Pensions
- Hillingdon Law Centre

## 8. Additional Responsibilities

- Take responsibility for developing and promoting sustainable solutions, creative approaches to engagement and securing long term independence.
- When required and as part of flexible working – to work within other services and directorates in support of the Council’s overall objectives and projects.
- Contribute to the delivery of the outcomes on the Housing and Homelessness Prevention and Rough Sleeping Review Strategies.
- Participate in a rota system for the Emergency Out of Hours Housing Service, offering housing advice and sourcing emergency accommodation, if required.
- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

## 9. Key Performance Indicators

- Work closely with the Casework Manager to monitor the timely resolution of resident issues, ensuring that concerns are addressed promptly and effectively.
- Contribute to individual and team performance targets, make suggestions for service improvements to ensure the delivery of excellent Housing Needs and Homelessness services, which deliver value for money.
- Contribute to good performance on relevant key performance indicators both local and statutory.
- Deliver against any agreed Service Levels.
- Deliver the agreed Personal Appraisal Goals.

**This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.**

## B. Person Specification

### Caseworker

This person specification will be used for recruitment to this vacancy of **Caseworker** in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or experience.	✓	
5 or more GCSEs including English and Maths (Grade C/level 4 or above).	✓	
Evidence of continuing personal and professional development.		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability and willingness to attend out of hours meetings and visits to meet the needs of residents and the service. Including working flexibly from designated local hubs as part of regular working arrangements.	✓	
Full driving licence and use of a vehicle.		✓

Ability and willingness to participate in a rota system for the Emergency Out of Hours Housing Service, offering housing advice and sourcing emergency accommodation, if required.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Experience of working in a front facing team interviewing and assessing clients with a need for assistance.	✓	
Experience of the Suitability Assessment in recommending potential pathways for homeless households residing in temporary accommodation.	✓	
Experience of case work and the application of case work management systems.	✓	
Experience of effective multi-disciplinary working.	✓	
Experience of working on defined operational projects, working to tight deadlines and objectives with minimum supervision.	✓	
The ability to work independently, manage and organise own tasks, while actively identifying and solving problems.	✓	
Experience of working under pressure, being creative to solve complex issues within diverse communities	✓	
Proven experience of conflict resolution, negotiation and diplomacy skills.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b> ✓	<b>DESIRABLE</b> ✓
Have an excellent working knowledge (or demonstrate the ability to have or acquire) of all elements of housing needs: housing advice, homelessness prevention, property allocation and choice based lettings.	✓	
To have a comprehensive and cross cutting understanding of relevant policy and strategy areas, including, but not exclusively: <ul style="list-style-type: none"> <li>a. Hillingdon's Housing Strategy, Homelessness Prevention and Rough Sleeping Strategy and related sub strategies.</li> <li>b. Hillingdon's Health and Wellbeing strategy.</li> <li>c. Hillingdon's Social Housing Allocations Policy.</li> <li>d. The Homelessness Reduction Act 2017 and associated legislation and guidance.</li> </ul>	✓	

e. Codes of guidance from central government.		
f. DWP guidance and benefits regulations.		
g. Domestic Abuse Strategy.		
h. Safeguarding Children and Adults' guidance.		
To be a confident, engaging communicator, able to positively handle contact with residents from a range of backgrounds and with complex needs.	✓	
Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and an understanding of how these interface with delivery of housing needs services.	✓	
The ability to handle conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially aggressive/ violent, and to do so within the Councils policy/procedure on carrying out such interviews.	✓	
Strong negotiation and influencing skills with the ability to appropriately challenge.	✓	
The ability to build and maintain a thorough working knowledge in using data and case management systems to ensure data quality and effective sharing of work.	✓	
Excellent IT skills, and the ability to use Microsoft Office systems. Proven ability to work with several software applications in conjunction, and proficient in the use of databases.	✓	
Ability to work with others to achieve excellent performance.	✓	
Customer service-oriented, skilled in building productive working relationships and effectively managing challenging customer behaviours.	✓	
Can demonstrate initiative in improving on existing processes to achieve best value for the Council.	✓	

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.