

Post Specification

Post Specification - Key Information

- **Post Title: Homelessness Service Triage Officer**
- **Date: December 2025**
- **Post Group Number: 8917**
- **Job Family: PCD**
- **Job Family Role Profile: PCD7**
- **Final Grade: Grade 9**

To be read in conjunction with the job family role profile.

Service Area Description

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, placed statutory duties on local housing authorities to ensure that advice and assistance to households who are homeless or threatened with homelessness is available free of charge. The statutory duty for homelessness for Westmorland and Furness Council sits within the Thriving Communities Directorate, specifically the Housing division.

Homelessness Service Triage Officers work with colleagues in our Homelessness Service team to provide high quality first point of contact for housing related advice and support to people who are at risk of or experiencing homelessness.

Purpose of this Post

Working collaboratively with the Homelessness Service team, the Homelessness Service Triage Officers provide a triage/first point of contact for people at risk of or experiencing homelessness to prioritise actions dependent on individual circumstances.

Homelessness Service Triage Officers provide administrative support and assistance to the Homelessness Service Team Leader and Officers following operational guidance to ensure that clients receive the right support at the right time ensuring a client focused approach at all times.

Key Job Specific Accountabilities

- To provide a triage/ first point of contact for people who are threatened with homelessness or are actually homeless via telephone, email or other digital pathways (Locata portal) ensuring appropriate actions is taken. Including early intervention face to face advice, guidance and support to enable people to join the housing register and access accommodation in the private rented sector.
- To respond to and triage all referrals the Council receives under Duty to Refer arrangements. This includes the allocation of cases to Homelessness Services Officers, making appropriate appointments, processing initial assessment information including but not limited to Section 8, Section 21 and EPC documentation, ID and credit checks where appropriate.
- To co-ordinate and provide sensitive and empathetic responses to all general homelessness queries including emails, phone calls, housing register correspondence and temporary accommodation enquiries to facilitate safe and supportive relationships.
- To ensure the accurate recording of data and information relating to the work of the Homelessness Service on Locata and provide a general administrative support service as directed by the Homelessness Service Team Leader.

- To support the Homelessness Service team to maintain accurate records relating to income and expenditure associated with temporary accommodation including the monitoring of housing benefit receipts, taking action where appropriate.
- To contact households in receipt of Mortgage repossession letters.
- To provide administrative support in relation to financial management including the processing of purchase orders, setting up new suppliers and paying invoices.
- To promote the safeguarding of adults and children who use the service.
- To undertake administrative tasks to support the Homelessness Team access temporary accommodations for households as directed by the Homelessness Service Team Leader such as booking bed and breakfast accommodation and liaising with other agencies to access appropriate support for clients which may require a degree of persuasion.
- To assist the Homelessness Service Officers to identify accommodation in the private rented and supported housing sector including the maintenance of the Landlord's Directory.
- To undertake other duties and responsibilities appropriate to the role as identified by the post holders line manager.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** (Add details if relevant)
- **Staff Management Responsibilities:** (Add details if relevant)
- **Other:** (Any other relevant facts and figures).

Essential Criteria

Qualifications:

- Minimum of 5 GCSEs or equivalent, including Maths and English.

Knowledge:

- Knowledge of housing legislation including the Homeless Reduction Act is desirable.
- A good knowledge of social and private sector housing issues is desirable.
- Knowledge of the Welfare Benefit System is desirable.

Experience:

- Experience of high-quality administrative support.
- Experience of working with individuals with complex and chaotic lifestyles.
- Experience of partnership working across different sectors.
- Experience of using Microsoft: Word, Excel, Teams and PowerPoint.

Expertise:

- An ability to be compassionate, sensitive and understanding, whilst remaining outcome focussed.
- Excellent IT skills including the use of Microsoft Office.
- The ability to work as part of a team.
- The ability to prioritise targets within a fast-paced service.
- An ability to communicate effectively with clients, team members and partners.

Disclosure and Barring Service (DBS) Checks

This post does not require a DBS check.

Job Working Circumstances

Emotional Demands: Post holder would have responsibility for dealing with regular and significant emotional demands as clients frequently experience genuine distress and the actions of the post holder and colleagues may be in conflict with their wishes and expectations of the service.

Physical Demands: N/A

Working Conditions:

- Ability to work in the allocated office on a daily basis.
- Post holder may experience considerable abusive and / or aggressive language and behaviour when working with the client group. on a regular basis.

Other Factors:

Occasionally, there may be a requirement to travel, or requirement to work outside of normal office hours.