

SOUTH DERBYSHIRE DISTRICT COUNCIL

JOB TITLE	Housing Options Advisor
GRADE	4
DIRECTORATE	Housing Services
DEPARTMENT	Housing
RESPONSIBLE TO	Housing Solutions Supervisor
RESPONSIBLE FOR	None

PURPOSE OF THE JOB

1. Promote the culture required to successfully deliver the responsibilities created by the Homeless Reduction Act 2017, Renters Reform Act 2025 & overall wider Housing Act 1996.
2. Ensure good quality front-line service delivery.
3. To provide a proactive service to people who are at risk of becoming homeless.
4. To provide them with appropriate advice, help and support to enable them to sustain their existing accommodation or to achieve a planned move to alternative accommodation.
5. The Post holder will require an Enhanced DBS disclosure.

GENERIC DUTIES AND RESPONSIBILITIES:

1. To provide a comprehensive housing options and advice service to all customers who approach the Council for assistance in solving their housing need to prevent a homelessness situation.
2. To investigate, assess, assist and advise customers of their housing options to retain their existing accommodation or secure suitable alternative housing and specifically to prevent homelessness.
3. To maintain accurate and detailed records of all interviews and actions taken, including correspondence.
4. To request and obtain all necessary information from customers to accurately assess their circumstances.
5. Where necessary, to carry out home visits to accommodation.
6. To regularly liaise with Landlords and other agencies that provide accommodation

7. Where appropriate to negotiate with landlords and/or family and friends to secure accommodation and prevent homelessness.
8. To fully inform customers of the housing options available to them and assist them to access suitable available accommodation.
9. To make appropriate referrals to other services.
10. To keep fully informed and trained on all matters relating to Housing Solutions, including changes in legislation and development of best practice in preventing homelessness and undertake to all necessary training.
11. To develop and maintain a good working relationship with landlords and other agencies providing rented accommodation both within and outside of South Derbyshire.
12. To develop and use a detailed knowledge and understanding of relevant housing legislation and best practice to ensure accurate advice is provided on matters such as security of tenure, eviction, harassment, disrepair, s.8 Notices (especially process for lawful service) and benefits.
13. To have a working knowledge of MRI/Housing Jigsaw and Microsoft Office Packages.
14. To maintain accurate records and complete necessary statistical returns.
15. Ensure that customers receive a legally compliant service which is delivered fairly and compassionately.
16. Dealing with complex and challenging cases and making any necessary decisions in line with relevant legislation and best practice.
17. To adhere to all Council policies, including the Council's Health and Safety procedures and policy.
18. Ensure the safeguarding of children and vulnerable adults identifying and referring on to appropriate services.
19. To carry out any other duties relating to the work of the Housing Solutions Team, as may be reasonably required by senior colleagues.

August 2026
Housing Solutions Supervisor