

ROLE PROFILE



Role profile		
Title	Community Connections Advisor	
Grade	GRADE D	
Reference:	N253	
Reports to:	Operational Manager	
Work style Definition	Office based hot–desk/touch down worker	
Primary purpose of role	To be the first point of contact for Community Connections for the general public, external organisations and internal departments to screen and solve non-complex problems escalating complex issues where appropriate; to provide information, advice and guidance to citizens about the community connections service, sign posting to appropriate services, internal or external; and to work closely with Customer Services and other partners to ensure that the needs of citizens are identified prior to assessment.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none">▪ Receive and carry out a range of initial assessments, determining eligibility and priority and notifying of timescales (65%)▪ Support the Community Connections service with working across localities by performing key tasks (10%)▪ Monitor and support the management of the HMO licensing scheme and other housing enforcement as appropriate (25%)	Role measures <ul style="list-style-type: none">▪ Customer complaints▪ Customer satisfaction▪ Minimise the Devon Home Choice backlog▪ Ensure the process of managing HMO licences is up to date▪ Meeting KPI’s set for the service area around statutory delivery
	Key activities <ul style="list-style-type: none">▪ Provide an excellent person centered approach when dealing with customers through a range of channels, focusing on the outcome the customer wishes to achieve, including regularly dealing with customers in stressful situations with a range of complex needs including Mental Health, Learning Disabilities or Drug and Alcohol issues (20%)▪ Interview and carry out assessments of customer’s needs, providing them with advice on the full range of support available to enable informed choices and decisions to be made, whilst managing customer expectations and aspirations (15%)▪ Monitor and update records to ensure customer’s records are accurate and up to date including any needs, outcomes or important information is clearly documented (5%)▪ Assist customers to locate, understand and/or complete the appropriate applications, assessments or forms in a range of formats (5%)▪ Maintain Plymouth’s housing register, support social landlords in the advertising and	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<p>shortlisting of social housing and consider shared ownership applications needing LA approval whilst complying with PCC and DHC policy and procedure(20%)</p> <ul style="list-style-type: none"> ▪ Responsible for the preparation of formal and informal notices in connection with enforcement responsibilities (5%) ▪ Responsible for preparation of HMO licenses, maintenance of HMO Register and Notices and administer the Self Certification Scheme (10%) ▪ Maintain and operate a system for monitoring progress by landlords in complying with informal and statutory notices to ensure targets and timescales are met (5%) ▪ Responsible for the processing of official Land Charges Searches in so far as they relate to the Division's private sector housing duties (5%) ▪ Handling invoices, purchase orders, credit notes, statutory means testing and charging for notices and other roles as appropriate (5%) ▪ Attend Housing Needs panels to ensure that vulnerable applicants are helped to live independently (5%) ▪ Undertake other duties appropriate to the grade of the post
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ GCSE standard of education including literacy and numeracy or equivalent ▪ Knowledge of Housing and Homelessness and its causes and impacts
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Knowledge and understanding communities, crime and anti-social behaviour
Essential experience	<ul style="list-style-type: none"> ▪ Experience of providing advice and information face to face and over the telephone ▪ Experience of operating and maintaining a range of manual and computerised information systems, using spreadsheets, databases and word processing packages
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of working with housing, social care or anti-social behaviour ▪ Experience of working with PCC's financial procedures ▪ Experience of working within a team in a demanding customer focussed environment
Essential skills	<ul style="list-style-type: none"> ▪ Experience of working with customers with varying needs and investigative skills. ▪ Ability to work under pressure ▪ Good analytical and problem solving skills ▪ Good communication skills
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	