Assessment Officer — Job description and person specification

Beacon Partnership

Job title	Assessment Officer	**Reporting to**	Pathway Manager
Primary base	Merrion House, Leeds city centre, various central locations	**Hours**	37 hours per week
Service	Beacon Partnership	**Contract**	Permanent
Salary	£28,080.00 per annum		
Working locations	Merrion House, Beacon accommodation, St George's Crypt, The Kingston Hotel, St Anne's Resource Centre and other partner locations across Leeds		

About the Beacon Partnership

Beacon provides housing-related support and accommodation for clients at risk of or experiencing homelessness and multiple disadvantages in Leeds. Turning Lives Around (TLA) is the lead provider. Provision includes 3 Beacon Intensive Support Environments and Beacon Dispersed Accommodation Teams, with dispersed accommodation also delivered with Touchstone and Inspire North. The Pathways function coordinates access through referral, assessment, prioritisation and allocation, working closely with Leeds Housing Options and other homelessness and emergency accommodation services.

Purpose of the post

The Assessment Officer provides a responsive, trauma-informed assessment service for people referred to Beacon. The postholder completes assessments, supports fair and timely placement decisions, keeps clients and referrers informed, and maintains accurate records from referral through to assessment and placement.

Surgeries and co-location are key parts of the role. The Assessment Officer works alongside Leeds Housing Options and other homelessness services at Merrion House and delivers or supports surgeries at Beacon and partner locations across Leeds. This supports timely information-sharing, joined-up assessments and clear decisions about appropriate housing and support options.

Part 1: Job description

1. Referrals, assessments and placements

- Receive, review and progress referrals to Beacon in line with agreed criteria, priorities and timescales.
- Complete comprehensive, trauma-informed assessments that consider housing need, risk, safeguarding, support needs, client wishes, compatibility and the most appropriate accommodation model.
- Work with clients who may be reluctant to engage, using patient, persistent and non-judgemental approaches that reduce the risk of avoidable re-traumatisation.
- Gather and verify relevant information from clients, referrers and partner agencies, explaining how information will be used and shared.
- Contribute clear assessment information and professional judgement to placement and allocation decisions led by the Pathway Manager.
- Keep clients and referrers informed about progress, delays, decisions and next steps.
- Provide housing and support information where Beacon is not suitable, including signposting or referrals to other services.
- Complete pet assessments where a client has a dog or companion animal. Consider the animal's importance to the client, welfare needs, permissions, accommodation suitability, compatibility with other residents and animals, and proportionate risk-management measures.

2. Surgeries, co-location and partnership working

- Plan, deliver and review regular referral and assessment surgeries at Merrion House, Beacon accommodation, St George's Crypt, The Kingston Hotel, St Anne's Resource Centre and other agreed partner locations across Leeds.
- Work as part of the wider co-located team at Merrion House while maintaining clear responsibility for TLA and Beacon processes, decisions and records.
- Build effective working relationships with Leeds Housing Options, street outreach services, Beacon accommodation teams, referral agencies and other homelessness partners.
- Use surgeries to increase access, resolve referral queries, identify missing information, progress assessments and provide timely feedback.
- Represent Beacon and TLA professionally, contribute to joint problem-solving and challenge respectfully where information, risk or proposed actions require further consideration.

3. Workload, time management and communication

- Plan and manage a varied caseload and daily workload, balancing scheduled assessments, surgeries, urgent referrals, follow-up activity, meetings and recording requirements.
- Prioritise work according to urgency, safeguarding, risk, client circumstances, placement timescales and service capacity.
- Work independently, keep oversight of outstanding actions and ask for support or escalate when deadlines, risk or workload cannot be safely managed.

- Use face-to-face contact, telephone, email, Microsoft Teams and other agreed communication methods appropriately, keeping communication clear, professional and accessible.
- Maintain reliable diary, task and follow-up systems so that clients, referrers and colleagues receive timely responses.

4. Systems, records and information

- Accurately track each referral from receipt through assessment, waiting list, placement, alternative outcome or closure.
- Record assessments, decisions, risks, contacts, placement outcomes, outstanding information and follow-up actions promptly and clearly.
- Use Microsoft 365, including Outlook, Teams and SharePoint, alongside agreed referral, client-record, local-authority and organisational systems.
- Work confidently across agreed systems and communication channels, ensuring information is complete, accurate, current and stored in the correct place without creating unnecessary duplicate or conflicting records.
- Provide accurate information for waiting-list oversight, placement activity, commissioner reporting, service monitoring and improvement.

5. Quality, safeguarding and trauma-informed practice

- Identify and respond to safeguarding concerns, immediate risk and changes in client circumstances, escalating promptly in line with policy.
- Work in a trauma-informed, restorative and co-productive way that respects client choice while maintaining safe professional boundaries.
- Promote fair access, equality, diversity and inclusion and challenge discriminatory practice.
- Contribute to case discussions, team meetings, supervision, training, reflective practice and service development.
- Follow lone-working, health and safety, confidentiality, data protection and all relevant TLA and Beacon policies.

6. TLA values and expected behaviours

Respect	Listen to clients, colleagues and partners; value difference; communicate clearly; and treat every person with dignity.
Integrity	Act honestly and responsibly, maintain accurate records, make accountable decisions and follow through on commitments.
Collaboration	Work across organisational boundaries, share information appropriately and involve others in building effective solutions.
Kindness	Work with compassion, offer constructive support, recognise the impact of trauma and pressure, and maintain accountability fairly.

7. Working arrangements and special requirements

- Work flexibly across Merrion House, Beacon accommodation and other agreed partner locations across Leeds as required.
- Maintain professional knowledge of homelessness, supported housing, multiple disadvantage, safeguarding and relevant local services.
- Take responsibility for learning and development and complete mandatory and role-specific training.
- Meet agreed standards for quality, timeliness, recording and performance.
- Undertake other duties that are appropriate to the level and purpose of the role.
- The role is subject to an Enhanced Disclosure and Barring Service check and satisfactory pre-employment checks.
- The postholder must be able to travel between the locations specified for the role. The role may require occasional flexibility outside normal working hours, with notice where possible.

Part 2: Person specification

Experience

Criteria	Essential / desirable	How assessed
Experience of engaging, supporting or assessing people who are homeless, at risk of homelessness, or experiencing multiple disadvantage.	Essential	Application / interview
Experience of maintaining accurate records and tracking work through different stages, such as referral, assessment, waiting list and placement.	Essential	Application / interview
Experience of supported housing, homelessness services or housing options.	Desirable	Application / interview
Experience of multi-agency working, co-location or delivering outreach or surgery-based services.	Desirable	Application / interview

Knowledge

Criteria	Essential / desirable	How assessed
Understanding of homelessness, multiple disadvantage, trauma and the effect these can have on	Essential	Application / interview

engagement and decision-making.		
Understanding of adult and child safeguarding, risk, confidentiality and appropriate information sharing.	Essential	Application / interview
Knowledge of homelessness or housing legislation and the Leeds homelessness system.	Desirable	Application / interview

Skills and abilities

Criteria	Essential / desirable	How assessed
Ability to complete structured assessments, gather information from different sources and make clear, evidence-based recommendations.	Essential	Application / interview
Ability to manage own workload, priorities, deadlines and follow-up actions with limited day-to-day supervision.	Essential	Application / interview
Ability to use Microsoft 365, including Outlook, Teams and SharePoint, and to learn and use referral, client-record, local-authority and organisational systems.	Essential	Application / interview
Ability to work across multiple systems and methods of communication while maintaining accurate, secure and consistent information.	Essential	Application / interview
Clear and professional verbal and written communication with clients, referrers, colleagues and partner agencies.	Essential	Application / interview
Ability to build effective working relationships in a co-located, multi-agency environment while maintaining professional and organisational boundaries.	Essential	Interview
Ability to plan and deliver	Essential	Application / interview

accessible referral or assessment surgeries in different locations.		
Ability to complete proportionate pet assessments for clients with dogs or companion animals, considering welfare, permissions, accommodation suitability, compatibility and risk management.	Essential	Application / interview

Values and approach

Criteria	Essential / desirable	How assessed
Respect: listens to clients, colleagues and partners, values difference, communicates clearly and treats every person with dignity.	Essential	Application / interview
Integrity: acts honestly and responsibly, maintains accurate records, takes ownership and follows through on commitments.	Essential	Application / interview
Collaboration: works across organisational boundaries, shares information appropriately and involves others in effective solutions.	Essential	Application / interview
Kindness: works with compassion, recognises the impact of trauma and pressure, offers constructive support and maintains fair accountability.	Essential	Application / interview
Ability to use trauma-informed approaches with clients who may be distressed, reluctant to engage or whose behaviour communicates unmet need, risk or previous trauma, while maintaining clear and safe professional boundaries.	Essential	Application / interview
Commitment to equality, diversity, inclusion and anti-	Essential	Application / interview

discriminatory practice.		

Qualifications and employment requirements

Criteria	Essential / desirable	How assessed
Relevant housing, support, social care or safeguarding qualification or equivalent professional development.	Desirable	Application
Ability to travel between Merrion House, Beacon accommodation, St George's Crypt, The Kingston Hotel, St Anne's Resource Centre and other partner locations across Leeds.	Essential	Application / interview
Enhanced Disclosure and Barring Service check and satisfactory pre-employment checks.	Essential	Pre-employment checks