SHELTER
for professionals

Learning Pathway: New Homelessness Officer

Structured webinars and eLearning courses for professionals who:

- are new to a homelessness officer role
- need a foundation in homelessness law, housing duties and casework

The modules are in a recommended sequence. We encourage you to follow this order, although you do not have to.

There is no timescale for completion. We recommend giving yourself time between modules to reflect on your learning and how to apply it.

The webinars and courses are free.

Funded by the Ministry of Housing, Communities & Local Government

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How to join this Learning Pathway

Book your place on the New Homelessness Officer Learning Pathway.

You need to select one date for each live webinar session when booking.

Once you're signed up, the modules will be available.

You will receive a welcome email with instructions on how to work through the Pathway.

You will receive a certificate when you complete the Pathway.

You can book for more than one person if you have manager access. We recommend you do not book more than 6 people on the same course date.

Please email training@shelter.org.uk with any questions or booking problems.

What this Learning Pathway covers

Total completion time: 9 hours 30 minutes

Understanding homelessness and housing: local authority duties

Method: Webinar

Time: 90 minutes

This webinar covers:

- what duties a local authority might owe to a homeless applicant
- the five tests of homelessness, including priority need and eligibility
- when accommodation duties are triggered and what this means

Introduction to eligibility for housing assistance

Method: Webinar

Time: 90 minutes

This webinar covers:

- the legal framework that regulates rights to social housing and homelessness assistance
- who is and who is not subject to immigration control
- what the habitual residence test is and how it works
- an outline of eligibility for EEA nationals

Homelessness applications: vulnerability and ‘reason to believe’ priority need

Method: eLearning, Pre-recording

Time: 30 minutes

This eLearning covers:

- how to make a lawful assessment of whether there is reason to believe
- what key points to consider
- relevant case law and guidance, including the Homelessness Code of Guidance

Intentional homelessness: an outline

Method: eLearning, Pre-recording

Time: 20 minutes

This eLearning covers:

- the definition of intentional homelessness
- inquiries into intentionality
- deliberate acts or omissions

How to establish local connection

Method: Webinar

Time: 90 minutes

This webinar covers:

- who has a local connection
- how a homeless applicant can establish a local connection
- the legal framework and guidance on local connection
- why local connection is important during the homelessness application process

Prevention and relief

Method: eLearning, Pre-recording

Time: 10 minutes

This eLearning covers:

- what the prevention duty means
- what the relief duty means

Understanding homelessness vulnerability

Method: Webinar

Time: 90 minutes

This webinar covers:

- when a homeless applicant has a priority need
- what makes a person vulnerable
- local authority decision making processes and the public sector equality duty
- relevant case law

Homelessness and temporary accommodation

Method: Webinar

Time: 90 minutes

This webinar covers:

- the difference between interim and temporary accommodation
- when a local authority has a duty to provide a homeless applicant with temporary accommodation
- the housing rights of people occupying temporary accommodation
- when the suitability of temporary accommodation can be challenged

Housing or homeless application: the difference

Method: eLearning

Time: 60 minutes

This eLearning covers:

- how to tell the difference between a homelessness application and a housing register application
- when and how a homelessness application can be made
- how someone can apply for social housing