

Wirral Council: Job Role Descriptor

Job Role:	Accommodation & Support Officer
Service:	Supported Housing & Homelessness
Reports to:	Housing Options & Homeless Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	REG
Job Family:	Regulation
Grade:	Band F

JOB ROLE PURPOSE

Facilitate the re-housing of homeless clients in the most effective manner, providing practical advice and support to source and maintain tenancies.

KEY TASKS

1. Ensure that housing advice and assistance is given to all clients with due regard to housing legislation (under the 1996 Housing Act, Homelessness Act 2002 & Children's Act 1989) within the agreed timescales ensuring compliance to the requirements of the legislation.
2. Provide tailored solutions, advice and assistance to facilitate and secure alternative settled accommodation and prevent homelessness.
3. Work proactively with relevant Council departments, Floating Support Providers, Private Landlords and Registered Providers to ensure that effective support is identified and implemented to prevent homelessness, ensure timely assessments and support clients into settled accommodation.
4. Provide advice and assistance to clients with complex needs and sign post to the relevant services and support
5. Keep up to date with all current housing and benefit's legislation to ensure compliance.
6. Ensure that Families and individuals are placed appropriately in temporary accommodation that fully meet their needs, ensuring that move on plans are in place and that clients do not exceed legal deadlines.

KEY RESPONSIBILITIES

People

Work with people in housing need and those who are potentially homeless to identify and address their housing and support needs. To identify problems causing their

potential homelessness and provide them with tailored advice and assistance to secure alternative settled accommodation and prevent their becoming homeless

Assist with arrangements around support for those clients who are found permanent accommodation where there is high risk of early tenancy breakdown

Monitor clients on a regular basis to ensure they are placing bids on Property Pool to secure accommodation.

Assist clients to access and signposting to other statutory, non statutory and voluntary agencies where relevant.

Assist clients, to secure affordable accommodation in the private rented sector, including suitable Houses in Multiple Occupation (HMO), using the Council's tenancy bond scheme where appropriate.

Working with clients who have serious mental health conditions, drug and alcohol addiction and who are unpredictable and aggressive.

Working in a pressurised and reactive service that needs to find immediate housing solutions for the most chaotic and complex members of society.

Working with clients that are suffering Domestic Violence.

Financial

Ensure that clients placed in the temporary accommodation are aware of all charges and report any arrears and take the appropriate action required to recover costs.

Administer any claims made under the bond scheme.

Strategic

No strategic responsibility

Resources

Maintain temporary/ dispersed accommodation and carry out site visits, sign ups and site inspections/ inventory checks when required.

Planning and Organising

Liaise with Private & Registered Social Landlords and the Council to obtain offers of accommodation for homeless individuals and families

Maintain robust systems for collecting and disseminating all information about temporary accommodation usage and availability

Ensure clients placed in temporary accommodation do not exceed the maximum stay period

Ensure that records relating to accommodation is updated accurate and in a timely manner

Make contact with private sector landlords, explaining the provisions of the tenancy bond scheme, and negotiate their acceptance of the bond scheme and the landlord accreditation

Monitor and ensure that tenancies and placements are conducted satisfactorily and in accordance with licence conditions, and liaise with Prevention and Assessment Officer when required.

Assist in the serving of notice to vacate the temporary accommodation in line with policy and procedure.

Ensure that advice and support is provided to clients in temporary accommodation to enable them to move into permanent accommodation.

Decision Making

Plans and organises own work.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Knowledge & Skills:

- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them
- Ability to accurately record statements and findings

Experience:

- Experience of interviewing and negotiation skills including direct experience of working to prevent homelessness.
- Experience of making detailed enquiries in connection with homelessness
- Experience of homelessness and housing support/advice work.
- Experience in working with vulnerable client groups

Desirable Criteria

Knowledge & Skills:

- Knowledge of the social and financial costs of homelessness to individuals, the local authority and other relevant bodies.

- Knowledge of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation.
- Confident user of information technology applications to include database input, word-processing, and email.
- Effective communication skills both verbal and written.
- Knowledge of property bond schemes.

ADDITIONAL WORK ELEMENTS

Post holder will participate in the services out of hours on call rota to deal with emergency situations occurring outside normal office hours

Carrying out home visits when required.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

Ian Platt

13 February 2015