

JOB DESCRIPTION

POST: Temporary Accommodation Officer
POST NO: HH1227
JE Ref: A2055
GRADE: 8
SERVICE UNIT: Housing and Development

JOB PURPOSE: To provide floating support to homeless households in temporary accommodation.
To minimise the length of stay in temporary accommodation for homeless households
To provide resettlement support to households who are owed a duty under S193 of the Housing Act 1996 (or subsequent legislation).

JOB STATUS: Staff

RESPONSIBLE TO: Housing Needs Manager

RESPONSIBLE FOR: N/A

MAIN DUTIES & RESPONSIBILITIES:

1. To assess the support and welfare needs of households in temporary accommodation, draw up and implement individual support plans.
2. To make referrals to other agencies as required to ensure that support needs are met and monitor the progress of such referrals.
3. To make referrals into supported housing projects when ongoing support is needed.
4. To attend fortnightly MDT meetings for clients in temporary accommodation.
5. To monitor the housing benefit claims of those in temporary accommodation and initiate action to minimise lost revenue.
6. To be responsible for all budgets under the post holder's control, ensuring compliance with income and expenditure targets at all times.
7. To maximise the income of all households in temporary accommodation by providing advice on welfare benefits and liaising with the DWP and Benefits Agencies.
8. Where necessary accompanying clients to appointments and/or advocating on their behalf.
9. To carry out regular inspections of Council leased temporary accommodation, source and order any replacement furniture needed.

10. Liaise with external contractors to arrange repairs needed on Council leased accommodation.
11. To liaise with all temporary accommodation providers on a weekly basis and deal with any minor disputes that may arise. Where a solution cannot be achieved, referring the matter to the Housing Needs Manager
12. To carry out regular inspections of temporary accommodation and report any concerns regarding standards to the Housing Needs Manager.
13. To monitor Service Level Agreements and Joint Protocols with accommodation providers and raise any concerns to the Housing Needs Manager.
14. To arrange renewal of Lease agreements, and safety certificates for temporary accommodation properties when required.
15. To ensure vacancy levels in leased accommodation are kept to a minimum by making prompt referrals.
16. To minimise the length of stay in all forms of temporary accommodation by producing a resettlement plan for every household and monitoring this on a weekly basis.
17. To maintain regular contact with all households who are owed a duty under s193 of the Housing Act 1996 (or subsequent legislation) and assist them to secure permanent housing either in the social or private sector.
18. To maintain accurate computer and manual records.
19. To provide reports and statistical information as requested.
20. To attend meetings as requested.
21. To contribute to the continuous improvement of the service and development of the homeless strategy
22. To undertake such other duties as required from time-to-time and which are commensurate with the salary grading of the post.

Health & Safety

Employees are required to work with their employer to ensure a working environment that is safe and without risks to the health, safety and welfare of employees and others who may be affected. This is in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

PERSON SPECIFICATION

POST: Temporary Accommodation Officer

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Selection Criteria:	Essential/ Desirable E/D	<u>Means of Assessment:</u> Application/Interview/Test/ Presentation/ Production of Certificates A/I/T/P/C
QUALIFICATIONS		
1. Full or part housing qualifications eg. BTEC National, CioH.	D	A/C
2. Social Care qualification eg. BTEC Social care, NVQ Social Care.	D	A/C
EXPERIENCE		
3. Experience of multi agency and multi disciplinary working.	E	A/I
4. Experience of providing tenancy and/or resettlement support.	E	A/I
5. Experience of assessing needs, devising and implementing support plans.	E	A/I
SKILLS		
6. Ability to work in demanding situations with customers who are in difficult and stressful circumstances.	E	I
7. Ability to work effectively as part of a team.	E	A/I
8. Ability to work on own initiative with minimal supervision.	E	A/I
9. Effective verbal and written communication skills including the ability to write detailed letters, support plans and reports.	E	A/I
10. Ability to manage a caseload and work under pressure to meet deadlines	E	A/I
11. IT literate and able to use computer software effectively.	E	A/I

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OTHER		
12. Demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity.	E	I
13. Possession of a full current driving licence.	E	A/C
14. Access to own vehicle for work purposes	E	I