

## Job Description

<b>POST TITLE</b>	Homeless Support and Resettlement Officer	<b>POST NO:</b>	HH1228
<b>SERVICE UNIT</b>	Housing & Development Control	<b>GRADE:</b>	8
<b>JOB EVALUATION</b>	A2057	<b>JOB FAMILY</b>	If applicable
<b>RESPONSIBLE TO:</b>	Housing Needs Manager		
<b>RESPONSIBLE FOR:</b>	None		
<b>LOCATION</b>	Town Hall	<b>STATUS</b>	Staff

### Job Purpose

To provide intensive support to homeless households in move on supported accommodation.

To monitor the length of stay in move on accommodation for homeless households

To provide resettlement support to households who are owed a duty under S189B of the Housing Act 1996 (or subsequent legislation).

### MAIN DUTIES & RESPONSIBILITIES:

1. To assess the support and welfare needs of households in move on 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 appropriate supported housing projects when more specialised support is needed.
4. To attend fortnightly MDT meetings for clients in move on accommodation.
5. To monitor the housing benefit claims of those in move on 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 move on 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 move on accommodation, source and order any replacement furniture needed.

10. Liaise with external contractors to arrange repairs needed on Council move on accommodation.
11. To compile procedures, produce reports and letters for move on accommodation, ensuring all are kept relevant and up to date in line with homeless legislation.
12. Gather information and produce statistical reports in line with the funding requirements.
13. To ensure vacancy levels in move on accommodation are kept to a minimum by assessing referrals and managing voids.
14. To maintain regular contact with all households in move on accommodation and assist them to secure permanent housing either in the social, private sector or specialist supported housing to meet their needs.
15. To maintain accurate computer and manual records.
16. To attend meetings as requested.
17. To contribute to the continuous improvement of the service and development of the homeless strategy
18. 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: Homeless Support and Resettlement Officer POST NO: HH1228

<b>Selection Criteria:</b>	<b>Essential/ Desirable E/D</b>	<b><u>Means of Assessment:</u> Application/Interview/Test/ Presentation/ Production of Certificates A/I/T/P/C</b>
<b>QUALIFICATIONS</b>		
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
<b>EXPERIENCE</b>		
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
6. Experience of compiling procedures and producing reports and letters	E	A/I
<b>SKILLS</b>		
7. Ability to work in demanding situations with customers who are in difficult and stressful circumstances.	E	I
8. Ability to work effectively as part of a team.	E	A/I
9. Ability to work on own initiative with minimal supervision.	E	A/I
10. Effective verbal and written communication skills including the ability to write detailed letters, support plans and reports.	E	A/I
11. Ability to manage a caseload and work under pressure to meet deadlines	E	A/I
12. Ability to produce procedures, reports and letters	E	A/I

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13. IT literate and able to use computer software effectively.	E	A/I
<b>OTHER</b>		
14. Demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity.	E	I
15. Possession of a full current driving licence.	E	A/C
16. Access to own vehicle for work purposes	E	I