

**Job Description**

**Job Title: Temporary Accommodation Officer**

**Salary Grade: Grade 5**

**SCP: 17-22**

**Job Family: People Care**

**Job Profile: PC3**

**Directorate: Neighbourhoods Directorate**

**Work Environment: Agile**

**Reports to: Senior Homeless Reduction Officer**

**Number of Reports: N/A**

**Purpose:**

* To ensure the provision of suitable temporary accommodation for those who require it as defined within the Housing Act 1996, Part VII.
* To create and maintain partnerships with providers of temporary accommodation and ensure that the necessary level of accommodation is available.
* To be responsible for working with homeless households accommodated pursuant to duties owed under the Housing Act 1996, Part VII, and assist in the provision of suitable settled accommodation.
* Develop support plans and deliver these to households in temporary accommodation to facilitate move on to settled accommodation.
* Gather case information from applicants and work with Homelessness Reduction Officers to assist with the assessment of homeless applicants.

**Main Duties and Responsibilities**

* To put in place procedures and policies in enable the placement of homeless applicants into temporary accommodation.
* To use such procedures to refer and accommodate homeless applicants into temporary accommodation when required.
* Develop support plans for homeless applicants to ensure support needs are met whilst in temporary accommodation and applicants move to settled accommodation as soon as practically possible.
* Work closely with Housing Reduction Officers to enable decisions pursuant to the Housing Act 1996, Part VII.
* Work closely with the Tenancy Sustainment Officer to identify and provide ongoing support when required.
* To work with providers of all temporary accommodation including hostels, hotels and B&Bs to ensure provision meets needs.
* To maximise an applicants income to ensure that they have the maximum capacity to meet their financial commitments and assist, where necessary in completing applications for housing benefit.
* To effectively liaise and manage the relationship with customers, both internal and external, partners and stakeholders.
* To be responsible for the security and management of the hostel and its fixtures and fittings
* Main accurate records regarding the placement of applicants, i.e. length of stay, cost, move on details, etc. Examine such information to improve service/s and processes.
* Provide relevant and accurate information to customers, colleagues and partner organisations, delivering services to the required standard, whilst ensuring complex issues are escalated to the appropriate manager.
* To manage, maintain and monitor their own workload in order to meet identified targets and deadlines, in accordance with current standards and procedures.
* Work independently and / or as part of a team to provide the necessary outcomes.
* Maintain up to date knowledge of Homeless Legislation and a general understanding of Council policies and procedures.
* To assist homeless applicants with life skills, money management, social skills and health / well-being in order to promote their independence and successfully sustain their tenancy and to develop initiatives that will assist them as tenants to enhance their social opportunities, health, education and interpersonal relationships.
* To assess the individual support needs of applicants and to liaise with statutory and non-statutory / voluntary agencies, where appropriate, to negotiate and agree their participation in supporting the individual. To aim to lessen the amount of time required to support applicants, achieving a ‘watching brief’ and low-level monitoring.
* To be the first point of contact with applicants in all matters relating to the offer of a property to those applicants / tenants with more complex needs to ensure tenancy sustainment (e.g. Housing Benefit advice, financial capability and support etc) and to actively involve the Housing Service to ensure all relevant information and support is in place to sustain the tenancy at signup.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Senior Housing Manager.

**Other Duties**

* Being flexible in approach to be able to deliver what is required within the remit of the post and grade.
* Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.
* Comply with the principles and requirements of the Freedom of Information Act 2000
* Comply with the Council’s information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.
* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* Comply with the principles and requirements in relation to the management of Council records and information; respect the privacy and personal information held by the Council.

Author: M Bewick

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