

**Job Description**

**Job Title: Housing Officer (Vulnerable Groups)**

**Salary Grade: Grade 6**

**SCP: 22-25**

**Job Family: Organisational Support**

**Job Profile: OS3**

**Directorate: Neighbourhoods Directorate**

**Work Environment: Agile**

**Reports to: Housing Manager (Vulnerable People)**

**Purpose:**

* To support the Council in ensuring they meet the accommodation and support needs of all vulnerable groups with focus on Asylum Seekers and Refugees, Travellers and those experiencing Domestic Abuse.
* To deliver day to day operational management regards all Traveller encampments which travel through or camp within the City and maintain daily contact with Councillors and other complainants.
* Implement the Council’s Unauthorised Encampment Policy and lead the Council’s Encampment Review Group.
* To engage with Government agencies, partners and stakeholders to remain up to date with the Councils requirements regards meeting the accommodation needs of Asylum Seekers and Refugees.
* To ensure that accommodation and support services for those experiencing and fleeing domestic abuse are available, fit for purpose to enable service users to live a full, independent and enhanced life.
* To support the development of all relevant polices and engage with the review of such polices when necessary.

**Main Duties and Responsibilities**

* To support the development of the Council’s strategic approach to delivering accommodation and support to all Vulnerable Groups.
* To liaise with partners and stakeholders effectively, including the National Traveller Movement to enable the Council to better respond and manage Unauthorised Encampments.
* To assess the individual needs of clients and to liaise with statutory and non-statutory / voluntary agencies, where appropriate, to negotiate and agree their participation in supporting the individual.
* Maintain up to date general knowledge of Homeless Legislation and understanding of Council policies and procedures.
* To liaise with and utilise resources such as tenancy sustainment and financial inclusion.
* To provide information and statistics regards the level of all vulnerable groups who reside in the City and examine such information together with the Housing Service to assist with service improvements.
* To manage and respond to queries from Members and the general public.
* To support senior staff in the Housing Options Team with any relevant tasks.
* To assist in the collation of Freedom of Information requests.
* To manage, maintain and monitor their own workload in order to meet identified targets and deadlines, in accordance with current standards and procedures.

Asylum Seekers and Refugees

* To engage with key agencies and organisations, including the North East Migration Partnership, Home Office and appointed providers to ensure the process of providing accommodation and support for asylum seekers and refugees is co-ordinated.
* To support the co-ordination of the key delivery of migration activity and ensure that partners (accommodation providers) are able to secure accommodation to meet needs, as required.
* To develop and monitor activity in relation to asylum and refugee programs and evaluate activity and outcomes, preparing and presenting reports.
* To co-ordinate all necessary ‘checks’ with both internal and external partners to confirm suitability of locations, properties and associated services.
* To focus on supporting wider policy and development and the co-ordination and delivery of research, evaluation and capacity building, inclusive of working closely with key partners and stakeholders.
* To support, administer and contribute to meetings and task groups within the region and to work effectively with other relevant organisations to ensure efficiency, good communication and co-ordination of support.
* To lead the allocation of properties for those who receive leave to remain in the UK and liaise with the Housing Options Team.
* To prepare briefings and provide written updates when required.
* To map and analyse data in relation to migration and the production of relevant performance information on time and in accordance with the agreed timescales.
* To work in partnership with the Council and other agencies to support service delivery and outcomes for client groups.

Travellers

* To implement, and review when required, the Council’s Unauthorised Encampment Policy.
* To provide operational management of all un-authorised Traveller encampments, including daily inspections to identify welfare needs and actions needed to prevent unnecessary disturbance to local communities and ensure ‘camps’ move on within defined timescales.
* To manage all enquires regards camps, the monitoring of the ERG in-box and provide daily updates to Members and complainants.
* Liaise with the Police and internal teams, such as cleansing services, to request actions to manage all camps and ‘make-good’ sites on their vacation.
* Arrange and lead the Council’s Encampment Review Group (ERG) to manage operations regards all Traveller camps which reside in the City.
* To develop and explore options to prevent Un-authorised Encampments and minimise disruption to local communities.

Domestic Abuse

* To support the development and review of procedures and policies to enable the placement of those homeless due to fleeing domestic violence.
* To engage with Homeless Reduction Officers regards homeless applications, support plans and referrals to temporary accommodation when required.
* Work closely with Homeless 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.

**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.

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 Housing Manager (Vulnerable People).