

**Post Title:** Housing Support Officer KK360

**Evaluation:** 539 Points

**Grade:** N7

**Responsible to:** Temporary Accommodation Manager

**Responsible for:** N/A

**Job Purpose:** The provision of extensive support, advice and guidance to vulnerable homeless people. The provision of a resettlement service to people moving from temporary accommodation. To work in partnership with other support and accommodation providers to secure the most appropriate move on accommodation and support arrangements.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 Advise and assist vulnerable households on all matters related to benefits, maximisation of income, and general support including accompanied visits, support and guidance.
- 2 Co-ordinate resettlement arrangements utilising appropriate transport and the identification of appropriate accommodation, including support to help people move.
- 3 Liaise with HAC, Community Housing Offices, Area Social Work Teams, Health Authorities, Landlords and other support and accommodation agencies with the aim of finding solutions to vulnerable peoples' accommodation problems.
- 4 Maintain an up to date knowledge of and advise colleagues on the welfare benefits system.
- 5 Establish and monitor support arrangements made with other agencies.
- 6 Assess the ability of clients' to live independently, and where appropriate to make referrals to supported accommodation.
- 7 Assist with minor debt management problems including representation and negotiation on behalf of tenants.
- 8 Accompany clients to a variety of locations to secure support and accommodation.

- 9 To handle petty cash in accordance with Directorate and Authority financial procedures.
- 10 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
- 11 To assist in maintaining a healthy, safe and secure environment and to act in accordance with the Council's policies and procedures.