Northumberland County Council

**JOB DESCRIPTION**

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| **Post Title: Vulnerable Persons Registration &**  **Assessment Officer** | **Director/Service/Sector Housing** | **Office Use** |
| **Band: 5** | **Workplace:**  | **JE ref: 2033****HRMS ref:** |
| **Responsible to: Homefinder Registration and**  **Assessment Manager** | **Date: November 2010** | **Manager Level:**  |
| **Job Purpose:** Provide support and advice to vulnerable and disadvantaged customers to assist them successfully engage with the Homefinder Service.Working closely with partner organisations in progressing applicants through the process. The postholder will be committed to the primary council objectives to ensure that a customer focused service is provided and that service delivery is to the highest standards of customer care and quality. |
| **Resources** | Staff | None |
| Finance | Carry out personal financial assessments to assist in the application process.  |
| Physical | Responsible for the safe keeping of valuable and confidential documents e.g. personal financial and benefit documentation, health and medical records. |
| Clients | Daily contact with vulnerable people seeking social housing and their advocates including specialist physical and mental health professionals. Partner organisations, council staff, Elected Members |
| **Duties and key result areas:*** Promote access, understanding and awareness of the Homefinder Service to tenant groups and organisations, agencies or groups who provide support to vulnerable, disadvantaged or hard to reach.
* Develop, in consultation with the Homefinder Registration and Assessment Manager, partnership arrangements, agreements and protocols with external voluntary and statutory agencies across Northumberland to improve access, promote understanding and engagement to ensure equality of access by disadvantaged and vulnerable customers
* Manage a caseload of applicants assessed as being vulnerable or in urgent housing need and provide specific support to those applicants by:
* Providing advice, understanding and assistance to allow them to engage fully in the service
* Ensure, in consultation with the applicant and appropriate external support agencies, that all of their needs are identified and fully assessed to ensure appropriate banding
* Referring or signposting applicant with specific needs to external support agencies where gaps in support are identified or specific support services are required
* Ensuring applicants are given advance and timely notice of vacant homes becoming available
* Identifying and contacting applicants who are expressing difficulty in engaging in the service or who have not expressed an interest in suitable vacant homes, providing appropriate support and advice
* Implement policies and procedures as required by the Homefinder Registration and Assessment Manager and the Homefinder Development Manager that will contribute to the development of the service and ensure continuous improvement.
* Receive referrals about customers from Homefinder Registration and Assessment Officers of applicants who may need additional support.
* Identify and refer to Homefinder Registration and Assessment Manager applicants whose circumstances potentially require urgent action.
* Maintain close working links with the Homelessness and Housing Options Team to ensure any clients with potential support needs are identified.
* Maintain close working links with Homefinder partners to ensure they are aware of the needs of vulnerable applicants.
* Maintain effective performance measures and accurate recording, reporting and monitoring systems to ensure high level of performance and standards of customer service at all times, including the preparation of statistical returns.
* Be required to attend meetings out of normal office hours as required by the role
* Comply with the Council’s Equality and Diversity policy
* Take reasonable care of the health and safety of self, other persons and resources whilst at work, ensuring that the responsibilities placed upon the Company under the Health and Safety at Work Act are performed.
* Implement and comply with excellent customer service

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Physical Requirements:Transport requirements:Working patterns:Working conditions: | Ability to driveThe work involves the need to visit applicants in their own homes across the county and occasionally further afield.Flexible working the ability to work occasional evening or weekend, unsociable hours occasionally required to attend case conferences.Some exposure to outdoor working |
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**PERSON SPECIFICATION**

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| **Post Title:**  **Vulnerable Persons Registration and Assessment Officer** | **Director/Service/Sector:** | Ref: 2033 |
| **Essential** | **Desirable** | **Assess by** |
| **Qualifications and Knowledge** |
| Good standard of education to NVQ Level 3 or equivalent.Understands the diverse functions of a large complex public organisation.An active appreciation of the procedural and practical issues relating to the service.An active awareness of and active interest in the current issues facing the service.Actively undertaking ongoing continuous professional and personal development.Detailed working knowledge and understanding of relevant legislation.Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department.Understanding of the Council’s housing management and lettings policiesEvidence of continued professional development. | Relevant professional qualification. |  |
| **Experience** |
| Thorough knowledge and experience in a relevant context and service.A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work situations.An evidenced track record as a successful advisor.Experience in engaging effectively with others and building productive partnerships.Experience in managing projects to successfully achieve set objectives. | Experience in a particular relevant specialist area.Relevant experience in designing and drafting policies, procedures and other technical documents. |  |
| **Skills and competencies** |
| Effective IT skills and ability to understand and develop the use of ITC to achieve work objectives.Confident and competent in expressing own views and an active participant in internal and external meetings.Numerate and able to analyse complex business related statistics.Ability to work methodically and systematically.Adopts a collaborative approach to work. Prepares written, verbal and other media to best professional standards.Is an effective advocate for the Directorate both within and externally.Maintains a professional demeanour in stressful and difficult situations.  | Advanced skills in Microsoft Office. |  |
| **Physical, mental, emotional and environmental demands** |
| Normally works from a seated position with some need to walk, bend or carry items.Need to maintain general awareness with lengthy periods of enhanced concentration.Contact with public/clients in distress.Some exposure to working outdoors. |  |  |
| **Motivation** |
| Customer focused and able to deliver within tight timescales.Demonstrates and encourages high standards of honesty, integrity, openness and respect for others. Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued.Proactive and achievement orientatedAble to work with minimum supervision. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.Dependable, reliable and keeps good time. |  |  |
| **Other** |
|  Able to meet the transport requirements of the post |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits