

Northumberland County Council
JOB DESCRIPTION

Post Title: Temporary Accommodation Officer		Director/Service/Sector: Community Services & Housing		Office Use JE ref: 2711 HRMS ref:
Grade: 5		Workplace:		
Responsible to: Principal Housing Options & Homelessness Officer		Date: July 2013	Manager Level:	
Job Purpose: <ul style="list-style-type: none">• To be responsible for working with homeless households accommodated pursuant to duties owed under the Housing Act 1996, Part VII, to ensure that settled accommodation is secured and sustained.• To be responsible for the day to day management of residents within the council's emergency/temporary accommodation• To maximise the client's income to ensure that they have the maximum capacity to meet their financial commitments• 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				
Resources		Staff	No staff	
		Finance	Responsibility for collection and administration of rental payments for the temporary accommodation and ensuring that these are met by clients	
		Physical	Responsible for the safe keeping of valuable documents e.g. financial and benefit documentation	
		Clients	Daily contact with people who are homeless, highly complex cases including clients with drug, alcohol and mental health issues, and partners, support organisations & colleagues	
Duties and key result areas: <ol style="list-style-type: none">1. To work with households accommodated temporarily to ensure settled homes are secured either through Part VI offers or nominations to RSLs and other housing providers.2. To visit and establish relationships with all new households in temporary accommodation within one week of moving in.3. To undertake a programme of face to face visits to households accommodated temporarily and provide support during the period of their occupation of TA.4. To negotiate affordable agreements to repay housing related debt where this presents a barrier to securing permanent accommodation.5. To monitor payment patterns and make recommendations to the Principal Housing Options & Homelessness Officer on cases to be considered for a Part VI Offer.6. To collect information which may be relevant to the case and where appropriate signpost or engage assistance from other agencies such as CAB, Debt Advice etc. appropriate to the client's need.7. To complete relevant monitoring forms and visiting reports.8. Regular attendance at confidential Safeguarding case conferences, core groups etc to support household temporarily accommodated.				

9. To update relevant files and computerised information systems to fully record case details, and to ensure these systems are kept up to date and accurate.
10. To continue providing support to households in settled accommodation where there is a risk of repeat homelessness or support needs are identified.
11. To be responsible for the discharge of both priority & non-priority residents from the temporary/emergency accommodation to both the social and private housing sector, working with partner organisations to ensure effective and timely move-on.
12. To be on call for out of office hours emergency calls relating to the temporary/emergency accommodation.
13. To support the effective & efficient use of facilities within the temporary/emergency accommodation by ensuring its availability for use at all times, including , when required, room turnaround
14. Support the delivery of the service by providing cover for colleagues when they are not available, as requested by the line manager.
15. To compile and present a variety of information and statistics, including writing reports for use by the Council and other groups.
16. To liaise and work closely with the Housing Options & Homelessness Officers and the Housing Assessment & Registration Officers.
17. To ensure that confidentiality is maintained concerning cases, and that information is only disclosed where necessary and according to procedure.
18. To contribute to initiatives for the development and enhancement of service delivery.
19. To undertake any other appropriate duties of a similar level and responsibility as may be required from time to time.
20. To promote the service, the Council and partner organisations positively at all times.

The postholder will be included on an out of hours rota for admission of approved clients to the accommodation and for attendance at any other incidents at the temporary/emergency accommodation where an officer is required

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:	Ability to drive
Transport requirements:	The work involves the need to visit sites throughout the County on a regular and routine basis.
Working patterns:	Flexible working the ability to work occasional evening or weekend.
	The postholder will be included on an out of hours rota
Working conditions:	Post based indoors
	Regularly places significant emotional demands on the postholder

Northumberland County Council
PERSON SPECIFICATION

Post Title: Temporary Accommodation Officer	Director/Service/Sector: Housing	Ref: 2711
Essential	Desirable	Assess by
Qualifications and Knowledge		
Good general level of education. 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. Understands the relationship between costs, quality, customer care and performance and actively monitors progress within the Department. Actively undertaking ongoing continuous professional and personal development.	Minimum of 4 GCSEs including mathematics and English.	
Experience		
Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. Thorough knowledge and experience in a relevant context and service. An active desire to provide effective customer centred services.	Worked in the area of homelessness or housing option for a local authority providing the homeless function.	
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. Nurate and able to analyse complex business related statistics. Ability to work methodically and systematically. Adopts a collaborative approach to work.		
Physical, mental and emotional demands		
Generally works from a seated position with regular need to walk, bend or carry items. Need to maintain general awareness, with lengthy periods of enhanced concentration. Regular contact with public/clients in dispute/negotiation with the County Council. Be able to work under pressure and work in a highly pressured environment on a daily basis Ability to work alone, with support as and when required.		
Motivation		
Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff. 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 orientated		

Able to work with minimum supervision.		
Other		

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