**Job Description**

|  |  |
| --- | --- |
| **Job title** | Temporary Accommodation Officer |
| **Grade** | 5 |
| **Service/Team** | Housing Service  Housing Options Team |
| **Main purpose of job** | 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 and supporting homeless households accommodated 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 closely with Homelessness Reduction Officers and Tenancy Sustainment Officers to assist with the assessment of homeless applicants. |
| **Key responsibilities** | To oversee licensed Temporary Accommodation by the council including monitoring housing benefit income, regularly meeting with providers to ensure TA is being conducted appropriately.  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 low-level monitoring.  To effectively liaise and manage the relationship with customers, both internal and external, partners and stakeholders  To put in place procedures and policies to enable the placement of homeless applicants into temporary accommodation.  To use such procedures to refer and accommodate homeless applicants into temporary accommodation when required.  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.  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 |
| **Key tasks** | Conducting visits to applicants in Temporary Accommodation regularly.  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.  Maximising an applicants income to ensure that they have the maximum capacity to meet their financial commitments and ensure housing benefit applications are completed for all TA placements where necessary.  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.  To be responsible for the security and management of the Temporary Accommodation and its fixtures and fittings  Maintain 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.  Booking accommodation and arranging placements for applicants that are suitable to their needs.  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 once moved on and to develop initiatives that will assist them as tenants to enhance their social opportunities, health, education and interpersonal relationships. |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To 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 |