**Job Description**

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| **Job title** | Move on Officer |
| **Grade** | 5 |
| **Service/Team** | Housing Service  Housing Options Team |
| **Main purpose of job** | To provide advice, support and assistance to those who have been identified as rough sleeping placed in temporary, emergency or short-term accommodation by managing expectations surrounding their move on options, and identifying any support needs to help them sustain future accommodation utilising a full range of housing options including supported, social and private rented sector accommodation  The Move on Officer will work collaboratively with the Temporary Accommodation Officer, support staff and other agencies externally and internally while advocating and negotiating on behalf of vulnerable customers, some with multiple and complex needs, to access appropriate services and engage in long-term housing options.  To build and develop relationships with accommodation providers to increase availability of move on options available to customers. This will include private, social and support sector. |
| **Key responsibilities** | To visit customers within their accommodation ensuring they have the appropriate tools to support their move on options.  To deliver general needs housing advice.  To engage and liaise with internal and external bodies around accommodation solutions and support.  To work with customers, team members and accommodation / support providers to ensure Personalised Housing Plan’s deliver successful outcomes.  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 to meet identified targets and deadlines, in accordance with current standards and procedures.  Ability to work independently and / or as part of a team to provide solutions to ensure work is carried out in a timely, professional, and accurate manner ensuring work is delivered within timescales and tasks are appropriately prioritised.  Use of MS office applications such as Word for reports and minutes and Excel for creating and maintaining spreadsheets. |
| **Key tasks** | To complete and action move on plans that support and deliver the aims of the customers Personalised Housing Plans as legally required within the HRA 2017.  To adopt a casework approach in supporting customers to action tasks within their PHPs and Move on Plans and ensue consideration of all suitable interventions and potential solutions to achieve move on into settled and suitable accommodation that can be sustained  To make referrals to engage relevant and specialist intervention on behalf of customers to support them with specific problems e.g. substance misuse, mental health, debt management, benefits and council tax.  To promote and support the delivery of all housing pathway options including commissioned and non-commissioned supported, private rented sector and social housing with the application of the Councils Allocations policy  Attend multi agency meetings relevant to specific cases and provide relevant information to the panel. |
| **Responsible for staff/equipment** | Laptop / Mobile Phone |
| **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  Contribute to the council Out of Hours Homelessness service. |