Job Description

Job title	Senior Rehousing Officer – TA Owned
Directorate	PLACE : Regeneration, Culture and Environment
Division	Housing Needs
Range	MPR 5
Reports to	Rehousing Team Leader

Main purpose of the job:

To provide advice, assessment and management of all households accommodated by Medway Council into Temporary Accommodation and those applying for Social Housing through the Medway Homechoice system.

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

Accountabilities and outcomes:

Providing a senior role within the team, contributing towards growing the accommodation available to Medway Council for temporary use, as well as managing existing temporary accommodation tenancies and maximising the opportunities for rental income.

To undertake visits to households in temporary accommodation to sign their tenancy agreement, completion of Housing Benefit claim and offer welfare advice as appropriate. To provide effective management of rent accounts and to maximise income, this may include visiting customers that are not paying their rent and issuing a notice to quit where appropriate, in line with the legal requirements.

Undertake assessments of housing need using the Medway Allocations Policy framework, including completing banding reviews and dealing with complex cases and chairing domestic abuse panels.

The role will also be responsible for directly line managing staff at different levels including Officers, Assistants and Apprentices.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Medway Council Job Profile

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Rehousing Team Leader

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A good standard of general education (e.g. Level 2, GCSEs) including in Maths and English or
- Equivalent housing qualification at Level 3

Level B (in addition to level A criteria)

- Evidence Continuing Professional Development (CPD)

Level C (in addition to levels A and B)

- Completion of relevant Level 3 Chartered Institute of Housing qualification or equivalent qualification e.g. CIH Level 3 Certificate in Providing Homelessness Services
- Evidence Continuing Professional Development (CPD)

Knowledge

Level A

- Up to date knowledge of the legislation and duties owed to single homeless persons by the Council under The Homeless Reduction Act 2017, Part V1 and Part V11 of the Housing Act 1996, Homelessness Act 2002 & Localism Act 2011 including statutory guidance for allocation of social housing and homelessness
- Detailed working knowledge of the welfare benefit system, its application and how it affects rough sleepers and EEA nationals.
- Detailed working knowledge of homeless relief initiatives and their application and effectiveness
- Understanding of the wider issues impacting upon homelessness, the barriers facing people with severe and multiple disadvantages and the challenges involved in resolving rough sleeping
- Extensive knowledge of the housing and homelessness system and pathways and resettlement opportunities for vulnerable people
- Knowledge of safeguarding children and vulnerable adults' procedures
- Detailed knowledge of the equality, diversity and inclusion challenges faced by homeless people.

Level B (in addition to level A criteria)

- Detailed knowledge of national and local policy and initiatives on rough sleeping
- Detailed working knowledge of other agencies, both statutory and voluntary providing relevant advice and assistance to customers under alternative legislation and in all forms of tenure
- Up to date knowledge of all relevant case law pertaining to single homelessness and its application
- Up to date knowledge of Government policy in relation to housing, health, social care
- A comprehensive knowledge and understanding of the housing and support needs of vulnerable applicants such as those with medical conditions or those fleeing domestic abuse.
- Understanding of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard.
- Detailed knowledge of procuring temporary accommodation and move on accommodation
- Knowledge and understanding of the Housing Department's objectives and policies and the ability to communicate these to colleagues and customers to help them understand decisions and service practises

Level C (in addition to levels A and B)

- Detailed understanding of Government agendas surrounding Crime and Disorder Act 1998.
- Knowledge of local social, justice and healthcare services and an ability to navigate systems and pathways into services
- Working knowledge of psychologically informed principles and practice, strength-based approaches and trauma informed care
- A broad knowledge of the Children's Acts, Care Act and other relevant regulations involving vulnerable adults, young people and families
- Understanding of the challenges faced working in a political environment, with demonstrable evidence of managing such demands
- Good knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and 1988, the Protection from Eviction Act 1977

Experience

Level A

- At least 12 months' demonstrable managerial experience within the public sector.
- At least 24 months experience working in a homelessness service
- Experience of delivering a high-quality housing service in a related area for a large local authority or comparable organisation.
- Experience of working in a demanding environment with a wide range of people who may present complex and challenging behaviour, delivering excellent customer service
- Experience of working within a team and of proactively working towards joint targets
- Experience of effective joint working, successful multi agency working and operating in a demanding working environment.
- Experience of dealing sensitively with distressed or challenging customers/service users

Level B (in addition to level A criteria)

- Experience of dealing with complaints, FOIs and/or Member Enquiries, with demonstrable evidence of using these to enhance service delivery.
- Experience of managing multi stakeholder relationships.
- Experience of managing a team providing temporary accommodation and allocating social housing according to the housing legal framework
- Experience of achieving performance targets and meeting departmental performance objectives

Level C (in addition to levels A and B)

- At least 2 years demonstrable managerial experience within a relevant housing service
- Experience of stakeholder communication, management and negotiation, to a range of audiences including senior management, service professionals and service users to achieve service objective.
- Experience of interpreting and utilising a range of different information and data sources, including financial, statistical, and qualitative data and presenting conclusions and implications.
- Experience of working in a trauma informed, asset-based approach setting with focus on putting the person at the centre of service delivery.
- Proven experience of successfully providing a high performing service that demonstrate effective employee behaviours
- Demonstrable experience of initiating, building relationships with and working positively in partnership with a range of statutory and voluntary agencies

Skills

Level A

- Ability to oversee and evaluate the work of others, providing advice, guidance, support and challenge
- Ability to building relationships with and work positively in partnership with a range of statutory and voluntary agencies and other professions to achieve good outcomes for the service user group, e.g., mental health services, criminal justice agencies, community groups, etc
- Ability to motivate and drive services to deliver case objectives and meeting key performance indicators
- Ability to identify people's strengths and understand that impact of events in life on the individuals presenting behaviour (i.e., Severe Multiple Disadvantage)
- Employ an empathetic and non-judgemental attitude towards service users.
- Ability to maintain professional boundaries.
- Ability to be creative, to be able to identify problems and work to create solutions
- Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by homeless people.
- Excellent teamwork and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues and partners in achieving desired outcomes for service users.
- Ability to keep abreast of relevant professional developments and to undertake training for the post.
- Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint

Level B (in addition to level A criteria)

- Ability to identify and respond to political context advising senior officers where required.
- A track record of successful conflict management and dealing with individuals who present challenging behaviour
- The capability to handle the pressure and responsibility of helping vulnerable people with very complex needs whilst remaining enthusiastic and motivated in a demanding role.
- Excellent communication, writing and presentation skills with experience of effective communication to a range of audiences including senior management, professionals and service users.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.

Level C (in addition to levels A and B)

- Highly effective organisational and prioritisation skills, managing a demanding and complex work programme with rapidly changing and competing priorities.
- Ability to explore models of homelessness prevention and best practice, specifically in relation to personalisation, assertive outreach and the prevention of rough sleeping and provide recommendations to Partners on how to implement best-practice
- Strong influencing and stakeholder management skills and the ability to build relationships at all levels
- Proven ability in brokering and leading complex partnerships internally and externally