

Job Description

Job title	Temporary Accommodation Management and Support Officer
Directorate	PLACE : Regeneration, Culture and Environment
Division	Housing Needs
Range	MPR 4
Reports to	Internal Temporary Accommodation Senior

Main purpose of the job:

To welcome and induct Medway Temporary Accommodation placements into their Council Managed Temporary Accommodation. Supporting occupants to settle into their accommodation and become familiar with the local area.

Provide customer directed, person centred support to help applicants in Temporary Accommodation achieve personal goals and aspirations for independent living, training, employment and education. Including providing support, management assistance and making referrals to support agencies where necessary.

Ensure occupants comply with the terms and conditions of tenancy/lease/licence agreements and the appropriate action is taken where necessary.

To work to identify repairs, maintenance and damages to accommodation and ensure effective reporting to the relevant teams. Ensuring that the health and safety of the occupants is paramount.

Act as a point of contact for other agencies working with occupants. Leading on planned interventions and multi-agency meetings, to flexibly meet individual needs and manage risks.

Work closely with Housing Needs Services to ensure that applicants are completing their tasks in their Personalised Housing Plans and engaged with Teams to secure permanent accommodation.

To conduct regular occupancy audits to enable the authority to confirm occupancy and to identify any cases of fraud.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Working in a small team of Housing and Support Officers the post holder will:

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The post will be responsible for identifying suitable temporary accommodation for homeless households to meet our statutory homeless duties.

Engage prospective occupants for viewing and sign ups to property. Including working with occupants to ensure they understand the rules of tenure and their requirements regarding compliance with maintaining the property standards and regulations.

Identify occupants' support needs through consultation and agreement with the occupants. Providing support and management assistance where necessary to assist occupants develop the best possible opportunity for success in their move to permanent accommodation.

Encourage and support occupants to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.

Work with Housing Needs and Housing Revenue Account Services to identify risks, carry out risk assessments, updating as and when necessary to reflect the changing needs and aspirations of service delivery.

Contribute to the protection from abuse and support of all of Medway's residents.

Liaise with both internal and external agencies and other landlords as well as occupant family members, as appropriate. Developing and maintaining excellent communication links to meet the needs of the service and its occupants.

Assist with assessment of Support, Housing Needs, Risks and Vulnerability for Personalised Housing Plans (PHP). Working with occupants and the Housing Options teams to deliver agreed actions as part of the PHP to prevent and relieve homelessness, in accordance with the Homelessness Reduction Act 2017.

Maintain accurate Support and Housing records and input information on the relevant Housing Services Client Relationship Management System.

Make necessary arrangements for the placement of families into Temporary Accommodation. Including but not limited to arranging furniture storage and helping resolve issues arising from the Temporary Accommodation placement.

Assist in dealing with any emergency housing situations and associated matters.

Liaise as necessary with Registered Social and Private Sector Landlords and other voluntary and statutory agencies regarding the provision of housing for homeless families, housing applications and support services to meet the needs of the occupants.

Conduct regular, systematic and unplanned visits to Temporary Accommodation property, to monitor Health and Safety, to help identify repairs, maintenance and damages, to check welfare of occupants and to conduct occupancy audits to enable the authority to confirm occupancy and to identify any cases of fraud.

Be responsive to reports of anti-social behaviour.

Working with the relevant Housing Needs Teams to carry out effective exits and terminations from property.

Additionally, it is expected that officers will:

Assist as requested with other housing initiatives and events regarding homelessness or other aspects of housing.

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Be innovative and forward thinking to assist the Chief Housing Officer Head of Housing Needs and Rehousing Manager to develop the service and to make service improvements to enhance customer service delivery.

Participate in any relevant training for the duties of this post and to achieve the key objectives of your role and core values of the Council.

Ensure compliance with the Council's procedures and policies including finance, performance, HR, governance, health and safety, lone working, safeguarding, information management and equalities.

Carry out other duties as may be reasonably required by the Chief Housing Officer, Head of Housing Needs and Rehousing Manager.

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.

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 Internal Temporary Accommodation Senior

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

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

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

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 Maths and English or
- Equivalent housing qualification at Level 2

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 Award in Housing Practice
 - Evidence Continuing Professional Development (CPD)
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Knowledge

Level A

- Up to date knowledge of Part VI and Part VII of the Housing Act 1996 (as amended), the Homelessness Act 2002, Homelessness Reduction Act and any other relevant legislation as applicable
- Up to date knowledge of statutory guidance for allocation of social housing and homelessness
- Up to date knowledge of and ability to provide advice on welfare, benefits and debt.
- Well-developed knowledge of a range of available housing options and support services
- Detailed knowledge of equality and diversity, data protection regulations and best practise
- An awareness of all the services and support available to residents seeking help and accommodation including those beyond housing such as health and well-being, employment and education

Level B (in addition to level A criteria)

- Relevant welfare benefit regulations
- Case laws impacting temporary accommodation and homelessness
- Issues faced by households in temporary accommodation
- Strong knowledge of the relevant statutory obligations of the Council in letting and managing property, including HHSRS and Decent Homes Standard.
- Knowledge of local, regional and national policies relating to homelessness and temporary accommodation.

Level C (in addition to levels A and B)

- Knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and 1988, the Protection from Eviction Act 1977
 - Detailed knowledge of procuring temporary accommodation and move on accommodation
 - Knowledge of issues affecting the private rented sector and social housing
 - Demonstrates an understanding of how one issue may be a part of a much larger system
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Experience

Level A

- Demonstrable experience of working within a service with high levels of demand, significant time pressure and conflicting priorities
- Working in a demanding environment with the public, delivering excellent customer service
- Dealing with a wide range of people who may present complex and challenging behaviour.
- Working within a team and of proactively working towards joint targets
- Successfully managing rent accounts and undertaking related enforcement.
- Providing comprehensive advice and assistance.
- Working within a service with high levels of demand, significant time pressure and conflicting priorities.
- Effective joint working, successful multi agency working and operating in a demanding working environment.

Level B (in addition to level A criteria)

- Of interpreting legislation and law and how it impacts customer service deliver.
- Providing comprehensive advice and assistance on all housing matters and related issues
- Accessing all forms of accommodation, including different tenures and supported accommodation.
- Conducting complex investigations, enquiries, interviews and casework management, with a focus on positive outcomes and preventing homelessness.
- Working collaboratively and proactively with other services and organisations to prevent homelessness and meet housing need.

Level C (in addition to levels A and B)

- At least 2 years' experience of working in a local housing authority or Registered Housing Provider in a customer service or Housing capacity
- Developing new ways of working, collating and evaluating monitoring information, and initiating and managing new projects.
- Negotiating with other statutory, community-based and the advocacy organisations to find bespoke solutions to complex housing situations
- In the application of the Decent Homes Standard and/or the Housing Health and Safety Rating System
- 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

- The ability to work across boundaries in partnership with all housing sectors and partner agencies.
- Good interpersonal skills and a proven ability to communicate effectively at all levels and to a range of customers and present information sensitively and persuasively.
- The ability to develop and present written or verbal information in a clear and concise manner.
- The ability to negotiate both with homeless people and on their behalf to broker housing solutions.
- Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations
- Ability to represent the service by developing and maintaining effective relationships with internal and external representatives and other bodies.
- Fully understands their role in the context of safeguarding children, young people and vulnerable adults, in a housing environment.

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- Empathic and able to deal with customers in a sensitive and appropriate manner in a demanding and challenging environment.
- Competent user of standard ICT packages, e.g. Word, Excel, Outlook and PowerPoint

Level B (in addition to level A criteria)

- The ability to build wide and effective networks of contacts inside and outside the organisation
- The ability to interview applicants skilfully and sensitively to elicit as much information as possible and give the appropriate advice
- Well-developed negotiation and problem-solving skills.
- Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.
- Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.

Level C (in addition to levels A and B)

- Can make rational judgements from the available information and analysis
- Ability to identify, implement and promote new services in an innovative way.
- Proven ability in brokering and leading partnerships internally and externally