

## **MEDWAY COUNCIL - JOB PROFILE**

<b>DESIGNATION</b>	<b>Supported Housing Improvement Programme (SHIP) Officer</b>
<b>DIRECTORATE</b>	<b>Regeneration Culture and Environment</b>
<b>DEPARTMENT</b>	<b>Housing Strategy and Partnerships</b>
<b>RESPONSIBLE TO</b>	<b>SHIP Manager</b>
<b>GRADE</b>	<b>Range 4</b>

### **1. MAIN PURPOSE OF JOB**

To contribute to driving up of standards, performance, and value for money across supported housing in Medway, Swale, Tonbridge Wells and Maidstone in accordance with all relevant legislation and regulations on behalf of Medway Council.

We recognise that skills across the full spectrum of activity will take time to develop, so are looking for individuals with experience of one or more areas with the aptitude to pick up additional knowledge.

To work to deliver the aims of the SHIP project including the following: -

- the detailed reviewing of policy, procedures, risk assessments and support plans included both in data/written format but also through checking operation through observation and collecting information from staff and residents. This will vary from scheme to scheme but may require a number of visits to each property.
- the accurate assessment of new claims for Housing Benefit in supported accommodation.
- the inspection of properties used by providers of supported housing for their residents.

To assist in ensuring that the council's records are kept up to date by:

- Accurately completing reviews of claims for Council tax Reduction and Housing Benefit.
- Recording evidence regarding properties and housing related support so that standards and trends can be mapped and reported on.

To ensure that the following financial functions are implemented: -

- To undertake training as identified by line manager in order to maintain responsive and well-regarded services to customers.
- To remain aware of changes in legislation generally, but in particular with

regard to Council Tax Reduction, Housing Benefit and Discretionary Housing payments.

To assist with any projects or tasks pertaining to the efficient administration of Council Tax Reduction, Housing Benefit or Discretionary Housing Payments.

To liaise and correspond with Government Departments, the Department for Work and Pensions, other appropriate organisations and other officers of the Council.

To ensure that equal opportunities issues are taken into account on all service delivery and employment matters. This includes monitoring, planning and implementing change and taking action in accordance with the corporate objectives.

## **2. PERSON SPECIFICATION**

### **Qualifications**

#### *Essential*

- 4 GCSEs or equivalent or demonstrable extensive relevant experience in Housing/property management, housing related support and/or Housing Benefits

#### *Desirable*

- A qualification from a directly related field; e.g. the Institute of Revenue, Ratings and Valuation (IRRV), the Chartered Institute of Housing (CIH), or Support and/or Care qualifications e.g. NVQ in Health and Social Care

### **Knowledge**

#### *Essential*

- A broad understanding of the relevant legislation relating to the specific area of work such as the Universal Credit and Housing Benefit system, Supported Housing Standards, Homelessness etc.

### **Experience**

#### *Essential*

- Experience of working within either:
  - a financial services environment such as Revenues or Benefits, payroll, etc, or;
  - a housing department with responsibility for building standards or;
  - a monitoring function or understanding of the delivery of support.

#### *Desirable*

- Experience of working with vulnerable people.

## **Skills**

### *Essential*

- Demonstrable ability to collect and analyse evidence, and make an informed decision based on the information available.
- Demonstrable ability to build rapport and understanding with a range of people including supported housing residents and other professionals to gather evidence.
- Demonstrable ability to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans.
- Demonstrable ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences.
- Demonstrates the ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands.
- Can demonstrate dexterity, co-ordination, or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day.
- Demonstrable ability to carry out tasks and/or advise on internal procedures, which impact on the health and well-being of people.
- Demonstrable experience of providing general information, advice and guidance on internal procedures relating to finance.

## **3. ORGANISATION**

### **(i) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED**

The post is directly supervised by the SHIP Manager.

### **(ii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER**

The postholder will be required to work within defined procedures and to work independently, using initiative to deal with straightforward and/or challenging but routine situations, referring unexpected or difficult problems, or those with no known solution to the SHIP Manager.

### **(iii) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES**

The post holder does not have any management responsibilities, however, will work multi-disciplinary across Housing and Housing benefits which are two complex areas.

### **(iv) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The main contact will be with members of the public, property landlords, support service providers and representatives from the voluntary sector. Other Officers of the Council both within and external to the service.

#### **4. EMOTIONAL DEMANDS**

It will be required to have contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place emotional demands on the jobholder.

#### **5. RESPONSIBILITY FOR PEOPLE**

Demonstrable ability to have considerable direct impact on the well-being of individuals or groups of people through either:

- (i) undertaking an assessment of needs and implementation of appropriate care or welfare for those who are reliant on the jobholder for their basic needs, or
- (ii) the requirement to implementing regulations which have a direct impact on the health, safety and well-being of people, or
- (iii) by providing advice and guidance on established internal procedures and may involve some interpretation of policy and procedures to meet specific circumstances or problems relating to the well-being of people.

#### **6. FINANCIAL ACCOUNTABILITIES**

The job involves limited, or no, direct responsibility for financial resources. The work may involve occasionally handling small amounts of cash, processing cheques, invoices or equivalent.

#### **7. RESPONSIBILITY FOR PHYSICAL RESOURCES**

Takes direct responsibility for considerable amounts of computerised information where care, accuracy, confidentiality and security are important.

#### **8. PHYSICAL DEMANDS**

Tasks or activities are undertaken mainly in a sedentary position and allow for considerable flexibility of movement.

There may be limited requirements for standing, walking, bending or stretching or an occasional need to lift or carry items.

#### **9. WORKING CONDITIONS**

Frequent work outside of an office environment, particularly in supported accommodation schemes, which may mean managing contact with providers and landlords who do not see our officers in a favourable light.

Deals with occasional exposure to disagreeable, unpleasant or hazardous environmental working conditions or people related behaviour.