

Job Description

Job title	Internal Temporary Accommodation Senior
Directorate	PLACE : Regeneration, Culture and Environment
Division	Housing Needs
Range	MPR 5
Reports to	Rehousing Team Leader

Main purpose of the job:

Under the direction of the Rehousing Team Leader to take lead responsibility, support and manage the Internal Temporary Accommodation Team, to provide a proactive customer led service to support Medway residents placed into temporary accommodation under a homelessness duty.

Team duties include but are not limited to the following:

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.

Medway Council Job Profile

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

Accountabilities and outcomes:

To effectively lead a team of 7 Officers to provide a comprehensive housing service and provide support for team members to undertake their duties.

To participate in joint working with housing providers e.g. Registered Social and Private Sector Landlords to increase the quantity and quality of temporary accommodation and settled accommodation for Medway residents. Ensuring property compliance and overseeing ongoing management of property standards.

Responsibility for completion of Complaints, MP and Cllr Enquiries, Freedom of Information Requests.

Ensure that accommodation provided for temporary accommodation is of the required standard and ensure rent is collected from paying households effectively and clients supported to maintain their accommodation

To be responsible for undertaking, monitoring and evaluating service performance, identifying trends and analysing this to implement improvements and tailor service plans.

Responsibility for completion of Complaints, MP and Cllr Enquiries, Freedom of Information Requests and LGO responses.

Engage prospective occupants for viewing and signups 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.

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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.

To carry out any statutory reviews/ appeals arising from Allocations of Social Housing under Part VI Housing Act 1996 (as amended) as and when required.

Additionally, it is expected that officers will:

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

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.

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.

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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

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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
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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