

## **MEDWAY COUNCIL - JOB PROFILE**

<b>DESIGNATION</b>	<b>Rehousing Officer</b>
<b>DEPARTMENT</b>	<b>Rehousing Team</b>
<b>RESPONSIBLE TO</b>	<b>Rehousing Manager</b>
<b>GRADE</b>	<b>Range 4</b>

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

Identify suitable temporary accommodation for homeless households to meet our statutory homeless duties. Undertake visits to homeless households to arrange sign up of tenancy, completion of Housing Benefit claim and offer welfare advice as appropriate.

To provide effective management of rent accounts to ensure maximisation of income. This will include ensuring that households in temporary accommodation have received details of their rent and methods of payment, and where appropriate referred for support.

To provide a comprehensive service for social housing applicants, including assessment of applications for housing against Medway Council's Allocations Policy, investigation, verification, decision making and maintenance of individual records on the Homechoice choice based Lettings system. To offer proactive advice and, assistance to persons in housing need in line with the council's statutory duties, allocations policy and lettings plans.

### **2. PERSON SPECIFICATION**

#### **Qualifications**

##### *Essential*

- Good general education to 5 GCSE's including English and Mathematics
- Full UK Driving Licence and access to a car for work purposes

##### *Desirable*

- Ideally a member of the Chartered Institute of Housing or other relevant professional organisation
- Educated to A level standard or equivalent
- Housing qualification

#### **Experience**

### *Essential*

- Experience within a housing management, or similar office environment
- Experience of working directly with vulnerable households including young persons
- Experience of visiting households in housing need and offering housing advice
- Ability to use literacy, numeracy and ICT skills to complete a range of highly complex tasks and assessments, such as writing reports, letters, presentations and undertaking complex assessment of need and calculations (this would normally equate to a vocational qualification at technician level). *Desirable*
- Experience in using an allocations framework and assessing applications for housing need
- Detailed knowledge of the Housing law and legislation, including part VI and part VII of the Housing Act 1996 as amended
- Up to date knowledge of welfare benefits and welfare reforms
- Knowledge of legal process around eviction and steps taken for issuing Notice to Quit
- Previous experience of maximising nomination rights and working with housing providers to identify suitable applicants for properties
- Previous experience of managing a case load of applicants in Temporary accommodation
- Experience of managing rent accounts and rent collection, including assisting customers to maximise their income.
- Ability to demonstrate the practical and/or procedural knowledge in a specialist area, as well as the ability to turn theoretical knowledge into practical applications, or an equivalent level of organisational, procedural and policy knowledge.

### **Skills**

#### *Essential*

- Demonstrable ability to use written and oral communication skills to present complex/varied information in an understandable way, using a variety of methods, to a range of audiences including other staff and customers.
- To be able to undertake visits to applicants in temporary accommodation and at other venues as and when appropriate
- Is proficient in the use of IT and Microsoft office programs such as Outlook, Word and Excel

- Demonstrable ability to use judgemental, analytical or creative and developmental skills to interpret information or situations and to solve varied problems or develop solutions or plans over the short term.
- Demonstrable ability to work within recognised procedures which leave some room for initiative, including lone working, previous experience of responding independently to unexpected problems and situations and only referring to a supervisor/manager for unusual or difficult problems.
- Demonstrates the ability to either:
  - (i) deal with considerable levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, or
  - (ii) the equivalent of between one and two hours undertaking repeated manual calculation or other work with figures, report writing or preparing presentations, or
  - (iii) periods of hours at a time (e.g. a morning or afternoon) being alert to risks or the checking of documents or equivalent.
- 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 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) 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.
- Is not required to supervise other employees normally, however can allocate straightforward tasks to others when needed.
- Demonstrable ability to either:
  - (i) handle cash, process cheques, invoices or the equivalent or considerable sums of money (i.e. £251-£1,000 per day) where care and accuracy are important, or
  - (ii) Under supervision of the service manager, be accountable for small expenditures (up to £10,000 each) from an agreed budget or income, or
  - (iii) provide general information, advice and guidance on established internal procedures in relation to finance

### **3. ORGANISATION**

#### **(i) ORGANISATION CHART**

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

This post reports to the Accommodation Manager

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

Undertakes work which has either:

(i) Occasional contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place significant emotional demands on the jobholder. (Personal circumstances may include being upset or unwell, very frail, at risk of abuse, homeless or disadvantaged in some way): or

(ii) Regular day-to-day 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. (Personal behaviour at this level may include an individual who is upset or unwell).

**(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES**

None

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

The postholder needs to maintain links with a range of internal and external agencies in order to ensure that the homeless households and housing applicants receive an excellent service. This will include advising and assisting residents to obtain permanent or settled housing as soon as possible and also receive the support to maintain future housing and minimise the potential for repeat homelessness. Agencies will include:

1) Council services dealing with people in housing need - Housing Options Service, Homelessness, Housing Related Support Services, Adult Services, Occupational Therapy etc;

2) Housing providers including the Councils Estate Management Service, MHS homes (un-registered housing association), Registered Social Landlords, supported housing providers and private sector landlords and agents.

3) Community-based groups with front-line contact with the public, providing advice and assistance to people in housing need/applying to Home Choice.

**4. FINANCIAL ACCOUNTABILITIES**

Takes direct responsibility for any of the following or equivalent:

- (i) the handling and processing of manual or computerised information where care, accuracy, confidentiality and security are important. ii) part-responsibility for security of buildings, external locations or equivalent.
- (iii) Day-to-day maintenance of equipment or premises.
- (v) The personal possessions of others.

## **5. WORKING ENVIRONMENT**

Generally undertakes tasks in a sedentary position but is able to lift or carry items or bend or stretch when required.

Deals with some exposure to disagreeable, unpleasant or hazardous environmental working conditions such as working outside in all weathers or people related behaviour such as verbal abuse.