



JOB DESCRIPTION

- This form summarises the purpose of the job and lists its key tasks
- It may be varied from time to time at the discretion of the Authority, in consultation with the postholder

Job Title: Senior Temporary Accommodation Officer

Team: Housing Services

Reports to: Homeless Services Manager

Last Updated: 26/10/2020

Grade: 6

JOB SUMMARY

To have responsibility for delivering an efficient temporary accommodation service. To ensure the effective void management of the council's temporary accommodation to reduce the use of Bed and Breakfast accommodation. To ensure all temporary accommodation meets expected requirements and is compliant with legislation.

KEY TASKS

Operational Responsibilities

- To oversee the placements of residents into temporary accommodation as authorised by the Homeless Services Manager to ensure the best use of the temporary accommodation and minimise the use of Bed and Breakfast accommodation.
- To monitor and oversee occupation, void rates, rent collection and accurately record the use of all temporary accommodation.
- Work jointly with the Hostel Officers and the Housing Options (Prevention and Relief) Officers to ensure households in temporary accommodation understand their homeless application including duties owed and the council's Choice Based Lettings service to ensure they move on promptly and effectively.
- Where applicants are placed in Bed and Breakfast accommodation to manage the placements with the Homeless and Temporary Accommodation Assistant to ensure applicants are staying and they are fully aware of their obligations and behaviours in line with their licence agreement.
- Ensure risk assessments are carried out for all applicants prior to moving into temporary accommodation and ensure any mitigations are put in place to reduce risks.
- To oversee the identification and co-ordinate referrals to internal and external support agencies where it would be beneficial to households accommodated.
- To ensure weekly Health and Safety inspections of communal areas at the Council's Hostel accommodation are undertaken by the Hostel Officers and reported as required.
- To oversee the monitoring of rent accounts for all temporary accommodation including liaising with the Hostel Officers, Homelessness & Temporary Accommodation Officer and housing benefits to ensure any entitlement is claimed, including taking enforcement action where required.

The above list is not intended to be exhaustive but merely to indicated the work range and core job content of the post, neither is the list arranged in priority order.



- To visit all temporary accommodation units weekly including Bed and Breakfast to check residents are staying and adhering to their tenancy/licence agreements.
- To issue notices to residents who are in breach of their conditions, in association with the Hostel Officers including carrying out evictions when appropriate.
- To make safeguarding referrals where there are concerns for the welfare of residents or children in temporary accommodation in collaboration with the Homeless Services Manager.
- To cover the management of both Hostels when the Hostels Officers are on leave or absent.

Management / Supervisory / Team Working Responsibilities

- To work as part of the Housing Services Team including covering colleagues matters where required.
- To manage the Officers based at the council's Hostels, including carrying out PDRs and identifying training needs.

Service Delivery

- To develop and maintain a positive relationship with customers, licence holders, council officers, contractors, elected members, internal services and external agencies to ensure high quality service standards are maintained.
- To maintain accurate written and computer records of all households placed in temporary accommodation.

Communication & Contacts

- To communicate effectively with colleagues to ensure that working arrangements are efficient and work is effectively prioritised across the team.
- To liaise with other statutory and voluntary support organisations as required including mental health, social services, addiction services and the Police
- Key relationships are with other members of the Housing Service, particularly the Homeless team, the Council's Property Services team and Benefits Service,

Financial / Budgetary Responsibilities

- None

Other

- Adhere to the council's values and behaviours
- To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.
- To comply with all relevant legislation to ensure effectiveness in the role;
- To have regard for the duty of care of information (with particular reference to the Data Protection Act

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- To attend and assist with emergency out of hours calls regarding the Hostels.
- This role will require visits to temporary accommodation across the district on a regular basis.
- To undertake any other duties commensurate with the general responsibility of the post.

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PERSON SPECIFICATION

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Team: Housing Services		
Reports to: Homeless Services Manager		
Last Updated:	26/10/2020	Grade: 6

KEY CRITERIA	JOB REQUIREMENTS		
	ESSENTIAL	DESIRABLE	
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE or equivalent including English and Maths 	<ul style="list-style-type: none"> • 	
Job Specific Skills & Knowledge	<ul style="list-style-type: none"> • Evidence that able to work with and support vulnerable customers preferably in a residential / hostel environment. • Knowledge and experience of working in a Homelessness or social Housing Service • Good understanding of current issues and best practice delivery relevant to working in a 	<ul style="list-style-type: none"> • Experience of working in a Homeless Service and assessing households under the Homelessness Reduction Act 	



	<p>residential/Hos tel environment</p> <ul style="list-style-type: none"> • The ability to work on your own initiative • The ability to analyse situations and problems and extract information which is relevant to a particular decision making process • An ability to communicate complex information with different audiences in an appropriate manner in writing and orally. • Knowledge of welfare benefits 		
Management / Supervisory / Team Working	<ul style="list-style-type: none"> • Works co-operatively within a team and also with people from other teams and services 	<ul style="list-style-type: none"> • Have experience of managing staff 	
Service Delivery	<ul style="list-style-type: none"> • Displays understanding, empathy and discretion towards people facing personal difficulties or are vulnerable • Able to communicate 		



	<p>effectively with vulnerable customers, as well as internal and external support and statutory agencies</p> <ul style="list-style-type: none"> • Flexibility and the ability to meet urgent deadlines. 		
Communication & Contacts	<ul style="list-style-type: none"> • Ability to communicate effectively with a wide range of stakeholders and contacts at all levels • Able to communicate effectively with vulnerable customers, • Excellent interpersonal skills, with the ability to deal with members, other clients and colleagues with courtesy, tact and sensitivity. 		
Other	<ul style="list-style-type: none"> • A current driving licence and access to a car • 	•	

Key:

F = Application Form

I = Interview

A = Assessment