

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Housing and Safer Communities

POSTHOLDER:

SECTION: Allocations and Temporary Accommodation

GRADE: PO3

DESIGNATION OF POST: Senior Temporary Accommodation Officer

RESPONSIBLE TO: Temporary Accommodation Manager

POST No:

JOB PURPOSE

1. To manage a team of 5 Temporary Accommodation Officers and 1 Outreach Housing Benefit Officer responsible for providing Temporary Accommodation.
2. To assist in the provision of an effective tenancy service to occupiers of temporary accommodation, ensuring that relevant and up to date practice and procedures are in place.
3. To assist the Temporary Accommodation Manager in procurement of suitable properties that can be used as temporary accommodation and the hand back of dwellings no longer required for use as temporary accommodation.

MAJOR DUTIES

1. To supervise and support a team of Temporary Accommodation officers, ensuring that they are inducted, trained and have appropriate development opportunities.
2. To monitor the day-to-day work of the Temporary Accommodation Officers, prioritise their workload and ensure that the highest standards of service delivery are achieved.
3. To assist in the establishment of individual and team performance targets, ensuring that performance is monitored including through case work supervision.
4. To review and authorise requests from Housing Options and Support Officers for the provision of suitable temporary accommodation.
5. To be fully aware of safeguarding (children's & adults) procedures and monitor, record and ensure all staff are fully trained and aware of procedures. Also take appropriate action when necessary, always in conjunction with a manager

6. To ensure that risks associated with customers are properly assessed and mitigated, and that information is shared appropriately to minimise risk and improve safe outcomes.
7. To work closely with colleagues across the service to ensure all customers are provided with accurate and comprehensive advice about temporary accommodation, homelessness, housing support and supported accommodation, allocations, choice based lettings and other related services.
8. To set up and attend case conferences or support planning meetings with a range of stakeholders, in order to co-ordinate case work.
9. To implement, in conjunction with the Temporary Accommodation Manager, changes to procedure and practice in response to legislative or policy changes
10. To monitor the performance of the Temporary Accommodation officers ensuring that performance targets are met and if not, reporting the reasons for any failure and recommending actions to address under performance.
11. To supervise and assist staff to encourage vulnerable customers to develop life skills to support independent living, giving advice and practical help with income maximisation, welfare benefits, budgeting, diet and health, education, training, employment, furnishings and removals.
12. To organise and participate as required in carrying out home visits, including on an emergency basis.
13. To develop, acquire and retain a thorough and up-to-date knowledge of legislation, policy and best practice, in relation to homelessness, housing support and children and families, including relevant case law, ensuring that staffs are advised of any changes.
14. To ensure that accurate confidential records of assessments and significant contact with clients are maintained, ensuring that complex and high risk cases are drawn to the attention of Temporary Accommodation Manger.
15. To advise and provide guidance to staff on cases, including tenancy matters and taking action to resolve any difficulties that have arisen.
16. To respond to enquiries and complaints from the public, internal and external agencies, elected members and MP's, ensuring that performance targets and quality standards are achieved.
17. To provide cover for other teams within the service as directed by the Temporary Accommodation Manager.
18. To assist in statistical monitoring, customer surveys, and other exercises to increase

the effectiveness of the service.

19. To respond to out of hours emergencies including organizing and participating in the out of hours stand by rota
20. To make good and proper use of the Council's IT systems, entering and retrieving information accurately and appropriately, ensuring that databases and other casework records are correct and up to date
21. To carry out all duties with due regard to Health and Safety regulations and in line with the Council's Equality Policy, Customer Care Policies and the New Technology Agreement.