

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Housing & Safer Communities
POSTHOLDER

SECTION Temporary Accommodation
GRADE S02

POST DESIGNATION (TITLE) Temporary Accommodation Move on Officer

Purpose of Job:

To be responsible toTA Reduction Team Leader.....for the following:

- i) To support households living in temporary accommodation to move on to suitable, sustainable, and affordable accommodation.
- ii) The postholder will provide tailored support to customers to identify housing options, overcome barriers to moving on, and work proactively with landlords, housing providers, and support services to secure accommodation solutions.

Manages upto ...0...directly managed staff.

Manages upto0.indirectly managed consultancy/contracting staff.

Main Duties:

- 1) Managing a personal caseload of households in temporary accommodation to enable timely move on into settled housing.
- 2) Provide direct casework support to households in temporary accommodation by identifying and addressing barriers to resettlement, such as medical needs and rent arrears to enable households in move on into settled accommodation.
- 3) To provide advice and assistance to overcome these barriers. Monitoring progress against move on plans, taking proactive steps to resolve delays and achieve move on outcomes.
- 4) Work collaboratively with Housing Inclusion, Housing Needs, and partner services to coordinate support plans and housing pathways
- 5) Undertake affordability assessments and income maximisation to ensure financial sustainability of proposed housing solutions.
- 6) Conduct home visits to undertake assessments as detailed above if necessary.
- 7) Negotiate with landlords, letting agents, and housing providers to secure accommodation.
- 8) Provide advice on tenancy sustainment and liaise with relevant support services to prevent tenancy breakdown.
- 9) Maintain accurate records of casework, outcomes, and contribute to the monitoring of service performance.
- 10) Support service users to access employment, training, and other opportunities to increase independence and reduce risk of repeat homelessness.
- 11) Responding to general enquires, complaints and members enquiries.

- 12) Ensure safeguarding concerns are identified and responded to in line with policy and procedures.
- 13) Participate in service development projects and initiatives to improve move on options and outcomes.
- 14) Attend internal and external meetings and represent the service as required.
- 15) To undertake any other work appropriate to the level and general nature of the post's duties.
- 16) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 17) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 18) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 19) *This post requires a Standard DBS and will be supported by Safer Recruitment tools*
- 20) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the Post-Holder normally reports to: TA Reduction Team Leader