

ROYAL BOROUGH OF GREENWICH JOB DESCRIPTION

DIRECTORATE: HOUSING and Safer Communities

POSTHOLDER:

GRADE: S02

SECTION: Allocations and Temporary Accommodation Service

POST NO:

DESIGNATION OF POST: TEMPORARY ACCOMMODATION OFFICER

REPORTS TO: SENIOR TEMPORARY ACCOMMODATION OFFICER

PURPOSE OF JOB:

1. To be accountable to the Senior Temporary Accommodation Officer for the management of Temporary Accommodation, including Council, Registered Providers, Private Sector Leased and Emergency Overnight Accommodation.
2. For the provision of a tenancy and support service to homeless households..
3. To undertake the sign-up of applicants being admitted to temporary accommodation and to act as a point of contact in resolving any issues that arise.

MAIN DUTIES:

1. To identify and report repairs within Temporary Accommodation units to Property Services staff and other landlords, ensuring that accommodation is maintained to the highest possible standard.
2. To have responsibility for visiting households that have been assisted with temporary or other housing options and for advising them on: payment of charges, tenure conditions and security, utilities, reporting of repairs and provision of furnishings.
3. To carry out regular visits to all temporary accommodation units, both within and outside the borough, to ensure that properties are being occupied and are being maintained to the appropriate standard. To arrange for the termination or withdrawal of a placement as required.
4. To identify service users with support needs and refer them to appropriate support or resettlement services.

5. To liaise closely with support services industry statutory agencies to ensure that the needs of vulnerable applicants are identified and assessed.
6. To be aware of safeguarding (children's & adults) procedures and monitor, record and discuss any concerns with a manager / relevant agencies. Also take appropriate action when necessary, always in conjunction with a manager".
7. To provide reports on casework as requested by the Senior Temporary Accommodation Officer. To ensure that comprehensive and accurate records are kept of all customer contacts and casework updating IT and/or manual systems as required.
8. To ensure the effective collection of rent, charges and arrears and for taking appropriate action to ensure that loss of income is kept under control and that performance meets DHS targets.
9. To offer advice and assistance to customers on a range of matters, including: allocations and choice based lettings, housing options, welfare and housing benefits, homelessness assessments, tenancy conditions and provision of support. To contact other internal and external agencies on their behalf as necessary.
10. To liaise with Housing Benefits, Benefits Agency and employers in order to assist in the collection of rent and other charges. To be responsible for the verification of documents required by housing benefits to enable them to meet their statutory duty when assessing payments of benefit.
11. To issue Notice to Quits and be responsible for taking appropriate legal action when necessary. To compile legal statements for court attendance and to represent the Council at proceedings. To have a good knowledge of court procedures. To coordinate all services required when obtaining possession of a property.
12. To deal with breaches of conditions of tenancy including nuisance and racial harassment. To interview tenants, leaseholders and homeowners as necessary, determining remedial action, and dealing with complaints.
13. To attend allocations interviews in order to advise customers of the conditions of tenancy, and to provide information for them on the property including provision of furniture and equipment and availability of local amenities and services. To ensure that the tenancy or licence agreement is completed and to input details of allocations onto computerised systems.

14. To assist occupiers moving into permanent accommodation by advising on removal arrangements, social fund and other benefits. To arrange for accounts to come off charge, the collection of keys and for organising the renewal of door locks as necessary.
15. To assist in the identification of properties that could be used as temporary accommodation and the hand back of dwellings no longer required for use as temporary accommodation.
16. To investigate cases of abandoned property, unauthorised occupation and sub-letting occurring in Council owned temporary accommodation, taking the appropriate action to resolve the problem.
17. To respond to enquiries and complaints including from elected members and external agencies, ensuring that responses meet quality standards and are completed within performance target timescales.
18. To assist in statistical monitoring, customer surveys, consultation activities or other exercises to increase the effectiveness of the service. To assist in the training and induction of staff as requested by the Senior Temporary Accommodation Officer.
19. To attend training sessions, development, supervision and casework meetings as requested by the Senior Temporary Accommodation Officer.
20. To have a working knowledge of legislation and policy in relation to homelessness, allocations and tenancy rights.
21. To be responsible for the distribution of emergency cash payments in accordance with agreed procedures.
22. As directed by the Senior Temporary Accommodation Officer, to undertake any other work appropriate to the level and general nature of the post's duties.
23. To carry out all duties with due regard to the provision of health and safety regulations and legislation, the Councils Equal Opportunities and Customer Care policies, and the new technology Agreement.
24. To participate in the Council's out of hour's standby rota, responding to homeless emergencies as well as problems that arise in temporary accommodation and supported housing projects.

25. The standard hours of work for this post will total a minimum of 35 hours per week. Obligatory service demands may require the post-holder to work outside of normal working hours when on sign-up duties.

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