### **NORTH WARWICKSHIRE BOROUGH COUNCIL**

**JOB DESCRIPTION**

**Directorate:** Resources **Post Title:** Temporary Accommodation Officer

**Division**: Housing **Grade: 7**

**Sections:** Housing Options

**Responsible to:** Housing Options and Lettings Team Leader

**Safeguarding:**

Safeguarding: Through your own actions and behaviours, and those of subordinate staff, to positively contribute to the Borough Council’s responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs, to be aware of the signs and symptoms of abuse and, in accordance with the Safeguarding Policy to respond appropriately to any identified concerns.

**Special Conditions:**

DBS Disclosure satisfactory to North Warwickshire Borough Council will be required for this post.

Must be a car driver and have a valid driver’s licence. An Essential Car User Allowance is paid.

**Scope and Responsibilities**:

1. Be proactive in seeking out and ensuring a wide range of temporary accommodation premises are available to the Housing Options Team.
2. To deliver an excellent service to manage the Council’s temporary accommodation stock – for both customer care and the good condition of the premises.
3. To be a key point of contact for the Housing Options Team and stakeholders, ensuring that all temporary accommodation services meet our stated and required standards.
4. Work with others to provide necessary surveys to ensure compliance with health and safety, repairs and legal requirements.
5. In all service matters have particular regard to the Social Housing Regulator’s Consumer Standards, building safety regulations and the Housing Ombudsman Service’s Complaints Code of Practice.
6. To carry out work in compliance with the Council’s policies on Health and Safety, Equal Opportunities, Customer Care and any other corporate policies as and when they are adopted.

**Key Tasks**

1. Be proactive in ensuring a wide range of temporary accommodation premises are available to the Housing Options Team. This will include seeking out premises to use for temporary accommodation and creating positive relationships with owners of those premise where they are not owned by the Council.
2. Support Housing Options Officers and other providers to ensure that temporary accommodation placements are suitable with limited void loss.
3. Provide all statistical data in relation to Temporary Accommodation
4. To contribute to meeting the requirements of the Homeless Reduction Act 2017, in its Relief and Homeless duties by providing suitable temporary accommodation.
5. To support the Housing Options Officers to assess the circumstances of people who are found sleeping rough in the Borough and seek to offer them positive housing options.
6. To conduct risk assessments to ensure that where customers are placed within the temporary accommodation do not pose a risk to other occupants
7. To undertake tenancy/licence sign ups and inductions
8. To manage the rent account of those homeless customers placed into temporary accommodation.
9. To make placements into temporary accommodation and to manage temporary accommodation transfers, evidencing suitability by adhering to the risk assessment and making best use of the Council’s temporary accommodation stock
10. To manage placements on vacation by carrying out inventories and enforce the requirements of the licence agreement and tenancy handbook, issue warning and assist with possible evictions
11. To establish regular payments of rent, deposits and any service charges, supporting customers to make housing benefit and other welfare benefit claims.
12. To keep accurate records of all cases using the IT infrastructure and procedures provided
13. To ensure regular inspection visits. These will be to conduct safety checks, ensure premises are in good repair and that the condition reflects good housekeeping so that damage is not caused to the property occupied.
14. Act to establish positive working relationships with customers to resolve any issues in relation to the temporary accommodation provided and concerns that they might have about that occupation.
15. Seek appropriate support services for occupants as required.
16. To flag and assist the Homeless Persons Officer with any tenancy/licence breaches.
17. To take the following broader responsibilities designed to ensure that the aims of the Housing Options Team are achieved:
18. Customer Care
19. Represent the service in various forums
20. Play a wider role in training, service development and strategic issues across the organisation as required
21. Be familiar with and compliant with all relevant legislation, regulations, policies and procedures.
22. Maintaining effective working relationships internal and external networking with partners/customer relationships both within the organisation and externally in support of the Council’s key values
23. Dealing with daily correspondence and preparation of reports to senior manager and statistics in relation to preventing Homelessness for statistical returns.
24. Any other duties as requested commensurate with the post.

Agreed by the Postholder: ………………………………………………………………..

Date:…………………………………………………………………………………………