



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Temporary Accommodation Officer	<b>Grade:</b> PO1
<b>Section:</b> Temporary Accommodation Team	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Deputy Temporary Accommodation Manager	<b>Responsible for following staff:</b> N/A
<b>Post Number/s:</b> RWH8117 RWH8116 RWH5037	<b>Last review date:</b> <b>December 2022</b>

### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

Responsible for the allocation of all temporary accommodation under relevant homeless legislation and Codes of Guidance for Richmond and Wandsworth Council. Responsible for regular inspection, management, and liaison with 3<sup>rd</sup> party landlords



## Specific Duties and Responsibilities

- Responsible for the allocation and letting of all types of temporary accommodation within statutory guidelines, under each Councils' sovereign housing duties and Homeless Code of Guidance.
- Manage the placements of clients into temporary accommodation to ensure the best use of the temporary accommodation and minimise the use of Bed and Breakfast accommodation. Ensuring families are not in Bed and Breakfast any longer than 6 weeks.
- Responsible for making suitability assessments in accordance with Part 7 of the Housing Act 1996 and the Code of Guidance to ensure that clients are placed in appropriate accommodation to counteract any negative s202 decision.
- Responsible for the administrative functions in relation to all offers of all temporary accommodation. To include the refusal of offers including discharge of the Councils housing duty where appropriate.
- Complete and make assessments on the reasonableness of refusals of any temporary accommodation including the statutory discharge of duty, investigation of suitability reviews and cancellation of accommodation.
- Responsible for the management of accommodation provided to homeless households occupying various type of temporary accommodation managed by third party landlords/provider.
- To attend court where relevant to matters of litigation or other legal proceedings. To draft replies for reports in respect of enquiries from Councillors, members, LGO, solicitors and other agencies.
- Carry out regular inspections of temporary accommodation and assessing physical conditions in line with HHSRS to ensure good standard of accommodation is provided and reported where concerned.
- Ensuring that providers are part of the Setting the Standard inspection service and that that all nightly paid bed & breakfast and studio flats used by local authorities as temporary accommodation meet the required minimum quality standard. Monitoring and checking that our eligible providers are registered on the scheme.
- Ensure that appropriate performance and accurate budgetary information is maintained, acts as a verification officer, in line with applicable guidance from the Director of Finance and/or Head of Audit, for the



- Participate in case conferences, child protection meetings, reviews as required. Where requested provide written reports on clients' housing and support needs.
- To manage and support clients in temporary accommodation including referring and liaising with statutory and voluntary organisation.
- To manage and monitor the Council's Leasing Schemes including issuing tenancy agreement, notice to quit and the management of Legal proceedings should possession proceedings be commenced.
- Profiling clients requiring Temporary Accommodation and within Temporary Accommodation to reduce admissions and placements by promote the Council's private rented sector scheme and mobility schemes.
- Setting up mobility events, surgeries, and promotions to maximize rehousing solutions and reduce temporary accommodation placements.

### **Generic Duties and Responsibilities**

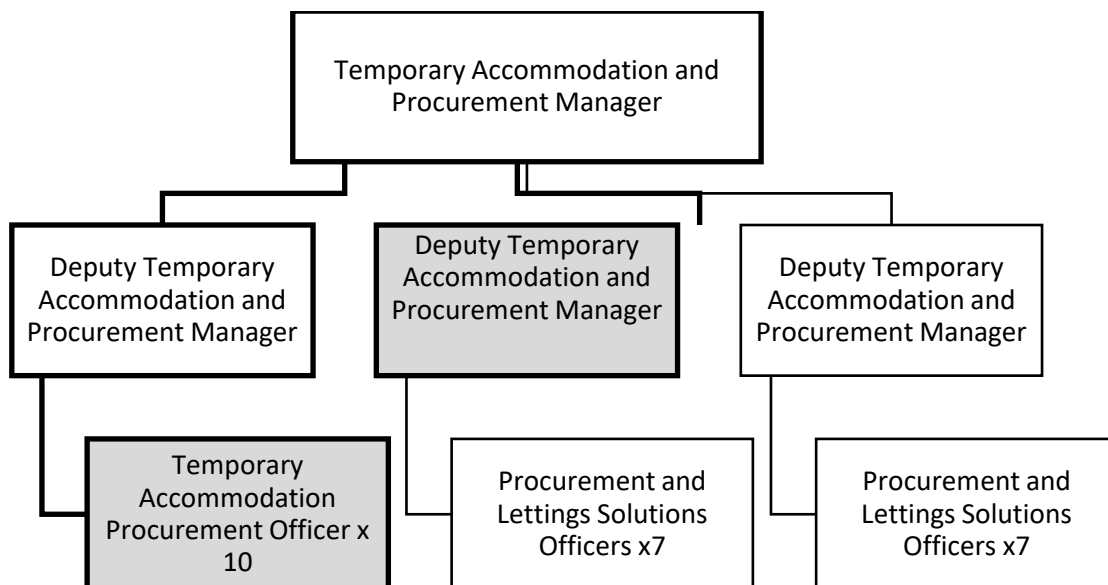
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

- To be able to carry out property inspections.

- To be part of a duty team
- To have working knowledge of Legislation pertaining to Housing. Particularly the Housing Act 1996, Homelessness Act 2002 and Homelessness Reduction Act 2017 and related legislation and codes or guidance.
- Must have use of motorised transport and be able to carry out visits and/or be able to carry out visits using public transport.
- As required to work outside of normal working hours to cover emergencies.
- To be able to work with vulnerable applicants.
- As and when directed in response to service needs and or service needs to undertake the duties of an officer on property management and allocation team.

### Team structure



### Person Specification

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<b>Responsible to:</b> Deputy Temporary Accommodation Manager	<b>Responsible for:</b> N/A
<b>Post Number/s:</b> RWH8117 RWH8116 RWH5037	<b>Last Review Date:</b> JULY 2022

### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Working knowledge of complex legislation applicable with particular experience with Homelessness Legislation HRA 2017 Suitability of Temporary Accommodation and relevant case law, welfare benefits, and Landlord and Tenant Law,	E		A/I
Welfare Reform		D	A/I
HHSRS/ Health and Safety property inspections		D	A/I
Experience	Essential	Desirable	Assessed
Working with Landlords and Agents to deliver private sector properties for the use of Temporary or settled accommodation. Able to work effectively with minimal supervision, using own initiative		D	A/I
Able to thrive in a fast-paced environment as part of a team. Able to adapt quickly managing competing priorities	E		A/I
Complex Homelessness and Landlord and Tenant legislation		D	A/I
Housing Health and Safety Property inspections		D	A/I
Skills	Essential	Desirable	Assessed
The ability to communicate mediate and negotiate effectively, in writing and verbally, with applicants, landlords, letting agents, other teams and external agencies.	E		A/I
Excellent organisation skills – Able to manage own workload, maintain records and arrange inspections in a timely manner.	E		A/I
Qualifications	Essential	Desirable	Assessed
Housing studies and HHSRS desirable		D	A/I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**