

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No. & Job Title:	TMPH62 - Temporary Accommodation Officer
Grade:	Grade 7
Responsible to:	H10 – Housing Options Manager
Responsible for:	No responsibility for employees
Main purpose of the job	<p>To manage the daily operation of the Councils temporary accommodation units.</p> <p>To provide a support service to residents in temporary accommodation, both Council owned and with other providers such as bed and breakfast</p> <p>To provide advice to residents in temporary accommodation</p>

Main Duties and Responsibilities:

1. Co-ordinate the use of the Council's own temporary accommodation units, ensuring effective use of the limited stock of units, and units are empty for the shortest period possible.
2. Co-ordinate placements in bed and breakfast and hotel accommodation when Council owned units are not available or suitable.
3. Assist with the development of procedures for temporary accommodation, making recommendations for improvement.
4. Deal with enquiries related to temporary accommodation, and provide general housing options advice to those residing in temporary accommodation, including by telephone and at visits.
5. Maintain a working knowledge of legislation pertaining to Housing, particularly the Housing Act 1996, Homelessness Act 2002 and Homelessness Reduction Act 2017 and relevant guidance.

6. Provide appropriate advice in respect of all tenures, on such matters as the creation and determination of tenancies, rights of occupation, benefits and basic debt counseling and housing options advice including move on and resettlement plans.
7. Ensure that equipment supplied in accommodation, for example furniture and electrical appliances are in good order and meet with all safety regulations and requirements, to arrange repairs/replacement of such items where needed.
8. Undertake regular visits and inspections of accommodation to ensure that it is in good order and no damage has occurred, take full inventories and arrange for necessary repairs, decoration and ground maintenance work to be carried out. If damage has occurred or property is not in satisfactory condition, issue appropriate warnings.
9. Regularly inspect Bed and Breakfast accommodation that is used for emergency/interim accommodation where required provide evidence of Fire Risk Assessment, Gas & Electric safety certificates and public liability insurance.
10. Responsibility for weekly fire panel and legionella testing and appropriate recording of information and ensuring contractors carry out quarterly and yearly tests and provide appropriate documentation.
11. Ensure licensees understand and adhere to their licence conditions and deal with problems relating to tenure, including the prevention and recovery of rent arrears.
12. Manage temporary accommodation licenses dealing with any issues of anti-social behavior or other license condition breaches, taking appropriate action in a timely manner, including serving notices and organizing evictions and attendance with bailiffs.
13. Ensure contractor and supplier payments are made in accordance with the Council's policy. If items are required in an emergency use purchase card appropriately and ensure value for money.
14. Maintain accurate records for the purpose of raising sundry debt charges.
15. Provide comprehensive support and advice to licensees, identify support needs and any gaps in service provision, carry out initial assessments of needs and agree support plans which are person centred and focus on achieving positive outcomes. Assist tenants to complete forms and obtaining access to grants, acting as an advocate for tenants with statutory, voluntary and commercial agencies and signpost to other support services such as social services and other voluntary and statutory services.

16. Ensure that all contact with clients and other organisations are fully and accurately recorded and that all manual and computer records are kept up to date.
17. To develop a comprehensive network of contacts with all relevant agencies, including Housing Benefits, Welfare, Health, Employment and Training and other support organisations and professionals.
18. Ensure the safeguarding of children and vulnerable adults, identifying and referring in line with safeguarding policies and procedures and attendance at relevant core group and safeguarding meetings.
19. Attend multi-agency meetings as required, including MAPPA (multi-agency public protection arrangements and hospital discharge).
20. Visit applicants at their current accommodation or hospital to complete relevant paperwork if required
21. Assist in the development of a variety of initiatives aimed at addressing issues within the homelessness strategy.
22. Carry out any other duties that are within the scope and grading of the post which could be requested by the line manager or Assistant Director.

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is/ is not subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of TMPH62 - Leaseholder and Temporary Accommodation Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.