

Job Description

JOB TITLE:	Temporary Accommodation Move-On Officer
GRADE:	H
POST NUMBER:	
DIRECTORATE:	Housing and Regeneration
SERVICE:	Housing Options
RESPONSIBLE TO :	Move-on Team - Team Leader
RESPONSIBLE FOR:	No supervisory responsibilities
	<p>DBS not required</p> <p>This post is not politically restricted</p>
JOB SUMMARY:	<p>To move on households in Temporary Accommodation: assessing the move-on accommodation needs of homeless applicants residing in temporary accommodation, including but not limited to ensuring that a full financial assessment has been undertaken by the relevant case worker and the household's social, welfare and other circumstances have been assessed.</p> <p>Supporting households to access agreed move-on options including but not limited to supporting with bidding strategies, qualifying offers, PRSO, access to supported and specialist housing, and to issue statutory decision letters and undertake procedures for housing customers into private rented sector and other accommodation types, including ensuring compliance with statutory requirements, guidance governing the suitability of accommodation and Council policies, procedures and targets.</p> <p>To contact landlords to negotiate a reduction in the rents being requested as and when required to ensure that any offer of accommodation is suitable and affordable and to facilitate the viewing and sign up arrangements</p> <p>Work closely with the Procurement and other internal/external teams/organisations to ensure that properties offered to the Local Authority are used in a timely manner and ensuring that any financial loss is minimised</p>

	Ensure that all enquiries and cases are progressed speedily and efficiently, including maintaining and updating relevant systems, and that all set targets are achieved whilst maintaining excellent customer service standards for all relevant client groups and contribute to year on year improvement of those standards
ROLE REQUIREMENTS:	
1.	To ensure customers receive, either directly or through referral to relevant teams/agencies, appropriate advice on their options, including dealing with obstacles to move-on, e.g. rent arrears or non-adherence with re-payment plans, providing information in advance of being rehoused into private rented sector/or other types of accommodation so that properties are suitable first time round.
2.	To match customers to private rented sector accommodation, liaising with the relevant teams, service's and landlords and ensuring that household information and financial assessments are verified for accuracy
3.	Assist and complete needs assessments taking into account views of service users and carers, developing and implementing support plans and identifying resettlement needs as and when required
4.	To make sure the rehousing and resettlement needs of the customer are clearly established and understood with adequate records provided, having particular regard to the need to support vulnerable households into settling into their new accommodation
5.	Ensure that any placements done where the rent has been renegotiated or there has been a change in the monetary value payable, that this is properly logged and reported to the relevant team, ensuring financial probity
6.	To ensure the efficient progression of all verbal and written enquiries/ complaints and gather information as required in order to help progress responses to review requests and other enquiries.
7.	To provide good quality advice to clients and their advocates on income maximisation and debt management. Where appropriate, to provide debt counselling and standard welfare benefits advice to clients, referring to specialist teams as appropriate.
8.	Ensure that applicants are informed of their responsibility for

	the payment of rent and other charges, and of the implications of non- payment, liaising with Housing Benefits and the DWP to ensure a coordinated and integrated approach to arrears management. This also includes but not limited to, advising the applicant of their responsibility as a tenant for when they move into their new tenancy
9.	To contribute to the team plan particularly in regard to improving service standards and cost effectiveness
10.	To effectively communicate the Council's duties and policies to relevant stakeholders ensuring that all contact with stakeholders is fully recorded
11.	Represent service area both internally and externally as required.
12.	To develop and share a comprehensive network of contacts across the public, private and voluntary sectors to improve partnership working.
13.	Ensure that service information is stored appropriately, public information is readily available and to comply with relevant general data protection regulation and policy
14.	Ensure excellent customer service standards are maintained for all relevant client groups and contribute to year on year improvement of those standards
15.	To ensure all case work is clearly and appropriately documented and record data and statistical information accurately and on time.
16.	Ensure that all enquiries and cases are progressed speedily and efficiently, that set targets are achieved, all information systems are kept fully up to date in accordance with procedures and that statistics and monitoring information are provided as required. Including but not limited to ensuring that contact with customers and other organisations is fully recorded and where possible, confirm advice given in writing
CORPORATE RESPONSIBILITIES	
17.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
18.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.

19.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
20.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
21.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
22.	Adherence to the council's commitment to the health, safety and welfare at work policy. Health and safety responsibilities include: Always ensuring that duties and responsibilities are carried out in accordance with the Council's Policies and Procedures including Financial Regulations, Standing Orders, Workforce & Organisational Policies and Procedures, the Council's Health & Safety Policy.
PEOPLE	
22.	To liaise with external bodies as required, including Solicitors, Citizens Advice Bureaux, GPs, landlords, other Local Authorities etc to respond to issues raised including liaison with internal and external agencies to minimise debt, and financial loss to the Council.
23.	Work closely with other services, including Health, Social Care, Probation and Third Sector agencies to help households maintain and/or re-establish local links and Community networks, and to address behaviours that may put their future tenancy at risk.
PERFORMANCE	
24.	To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development and review scheme.
25.	Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	Knowledge of the duties owed to the homeless under Part VII of the Housing Act 1996, the Homelessness Act 2002, Homelessness Reduction Act and any other relevant legislation as applicable	E	A, T, I
	Knowledge of Landlord and Tenant Legislation, the Housing Act 1985 and 1988, the Protection from Eviction Act 1977, and knowledge of	E	A, T, I
	Family law and welfare benefits.		
	Knowledge of the strategies for preventing homelessness and the main housing options initiatives, provided by both statutory and voluntary organisations	D	A, I

	An awareness of the services available to customers seeking help and accommodation provided by other organisations, both statutory and voluntary, including those beyond housing such as health & well-being, employment & education	E	A, I
	Good knowledge of the Housing Benefits/Universal Credit system and of the wider welfare benefits available to tenants and customers	E	A, T, I
	Appreciation of the differing needs of customers who face sometimes difficult and stressful situations	D	A, T, I
	The ability to undertake a range of processes and procedures involving workflow systems and maintenance of database information	E	A, T, I

Qualifications & Experience	Demonstrable experience of working with customers, giving advice within a housing or similar service	E	A, T, I
	Experience of working in a demanding environment with the general public	E	A, I
		E	A, T, I
	Experience of working with document management and workflow systems	D	I
	The ability to work across boundaries in partnership with all housing sectors and partner agencies.	E	A, T, I
	The ability to communicate effectively verbally and in writing to an excellent standard, giving advice and information sensitively and persuasively.	E	A, I
	The ability to negotiate both with homeless people and on their behalf to broker housing solutions.	E	A, I
	Experience of working in a busy customer-oriented environment, delivering excellent customer service	D	A, T, I
	Excellent IT skills, with the ability to use a range of databases and MS Word and EXCEL to produce a wide range of letters and documents and MS Outlook to process the full range of email and diary functions.		
	To have an understanding of welfare benefits and have a	E	A, T, I

	level of numeracy sufficient to give basic money and housing advice using available tools		
<p>Living the TOWER Values sets out the essential behaviours required of all staff. They are aligned to the organisation's five TOWER Values</p>			
We work TOGETHER across boundaries and with partners to	Seeks opportunities to build positive relationships with people from other teams and partners.	E	A, T, I
achieve the best outcomes for Tower Hamlets	Maintains and encourages networking across teams to achieve the best outcomes.	E	A, T, I
	Shares information and engages others in a timely way to achieve the best outcomes	E	A, T, I
We are OPEN and transparent	Checks understanding they are understood by others and explains jargon where needed	E	A, T, I
	Seeks to develop own resilience to manage change, seeking support where necessary.	D	A, I
	Approachable and seeks regular internal and external feedback from people to improve how they and others do things	E	I
We are WILLING to challenge, innovate and be accountable	Takes accountability for delivering clear goals and targets, whilst setting high standards, for self and others. Respectfully challenges others, using data and observation to drive improved outcomes.	E D D	A, T, I A, I I
	Makes suggestions for better and new ways of doing things.		
We empower each other to be EXCELLENT and go the extra mile	Understands the organisations direction of travel and actively supports that in their work and interactions. Takes the initiative to improve outcomes because they can	E	A, T, I

	<p>explain the difference they have made.</p> <p>Supports others to achieve a work-life balance and makes time for others when they need someone to listen to them.</p>	<p>D</p> <p>D</p>	<p>A, I</p> <p>I</p>
We RESPECT all communities, they are the heart of	Actively listens to customers and takes steps to making things better for customers.	E	A, I
everything we do	<p>Shares customer feedback as appropriate to improve the customer experience.</p> <p>Open-minded and appreciates alternative cultural perspectives, taking it into account when delivering service.</p>	<p>E</p> <p>E</p>	<p>I</p> <p>A, I</p>
Additional Requirements	None		