



Cumberland Council

Post Specification

Date	22 February 2022
Post Group Number	7662
Post Title	Homeless Accommodation Officer
Job Family	People Care and Development
Job Family Role Profile	PCD7
Final Grade	8

To be read in conjunction with the job family role profile

Service Area description

The Homeless Accommodation Service directly manages and provides housing related support to single people and families experiencing homelessness / rough sleeping, across 50 units of emergency accommodation, some of which is staffed 24 hours a day on fixed rotas (this post is one of those roles).

This is a statutory service in fulfilment of the Councils statutory duties under the Housing Act 1996, Homeless Reduction Act 2017 and Domestic Abuse Act 2021.

Purpose of this post

- To assist the Homeless Accommodation Manager, Assistant Manager and Senior Homeless Accommodation Officer in the delivery of a 24 hour direct access quality community based accommodation service providing housing related support to people experiencing homelessness in fulfilment of the Councils statutory duties towards housing applicants under the Housing Act 1996 parts VI and VII.
- To be responsible for checking residents in and out of homeless temporary accommodation; dealing with accidents, incidents and emergencies; carrying out and regular health and safety checks and reporting concerns; reporting repairs and monitoring property standards; and preparing rooms for re-let.
- To be responsible for providing housing related support services and conducting regular assessments of need focused on rehousing, health and wellbeing; working with internal teams and external partners to access appropriate interventions for all residents within Carlisle's homeless accommodation portfolio.

Key job specific accountabilities

1. Providing a welcoming and sensitive reception service for people experiencing homelessness; assessing potential residents in accordance with laid down procedures and in liaison with the homeless team and superiors, including out of hours.
2. To assist in the running of the service in line with set procedures and service standards managing a caseload. This includes but is not exclusive to:
 - assisting and advising residents on all relevant licence sustainment and rehousing issues
 - providing housing related support to meet assessed needs
 - checking residents in and out of the services appropriately ensuring that all relevant paperwork is completed to the required standards;

- work with local providers to access positive engagement activities as part of improving life skills and preventing repeat homelessness;
- carrying out administrative and cleaning duties;
- assessing and reporting repairs;
- rent and arrears calculations, collection and repayment agreements;
- void management, including clearing out properties ready for reletting;
- assessing and reporting any safeguarding concerns immediately; and
- carrying out regular Health and Safety checks and assessments including fire alarm/door checks, emergency evacuations and personal alarm checks

3. To work in line with national good practice requirements as advised.
4. Facilitate in accessing information, advice, advocacy, signposting and referrals for external support to residents in relation to physical health, substance misuse, alcohol dependency, mental health, welfare benefits, education, employment and training, life skills and any other identified additional needs.
5. Ensure that safeguarding vulnerable adults and children is threaded throughout, further ensuring all staff and volunteers work within the Councils policies, guidelines and procedures for the protection of vulnerable adults and children at risk from abuse.
6. Ensure that void periods are kept to a minimum so that units of accommodation can be available to enable the Council to meet its statutory homeless responsibilities effectively and to minimise loss in income.
7. Promote Best Value, excellence in customer service, a focus on continuous improvement and the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.
8. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
9. Establish and maintain effective two-way communication with staff, colleagues, Members and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
10. To promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
11. Undertake such other duties that are required from time to time and are commensurate with this position.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • None
Other	<ul style="list-style-type: none"> •

Essential Criteria - Qualifications, knowledge, experience and expertise

- 4 GCSEs at C Grade or above or equivalent (including English and Maths).
- Qualification in Specialist Supported housing / homeless accommodation.
- Experience of providing specialist housing services and housing options.
- Experience of drafting, agreeing and reviewing case files and plans; including providing appropriate interventions for residents and liaising with other professionals to deliver results.

- Knowledge and understanding of homelessness legislation and all relevant national quality standards.
- Knowledge of partnership working with a variety of agencies.
- Experience and knowledge of safeguarding vulnerable adults and children.
- Experience of rent/income management and managing budgets.
- Knowledge of the Welfare Benefits system.
- Understanding and experience of managing health and safety issues in a lone working and hostel environment.
- Clear commitment to ED&I in relation to the delivery of services to people experiencing homelessness.
- Awareness of confidentiality and data protection issues
- Knowledge and experience of managing residential buildings including repairs.

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
 - DBS Enhanced – adults and children

Job working circumstances

Emotional Demands	Dealing with service users who may be distressed/ disadvantaged
Physical Demands	Occasional increased physical demands (e.g. clearing out properties)
Working Conditions	Dealing with service users who may be upset or display aggressive behaviour.

Other Factors

- Working to a rolling shift rota, including sleepovers/waking cover.
- Cover shifts when required.
- Breaks to be taken on site.
- Lone working with access to out of hours management support.
- Attendance at staff meetings and training may occur outside of working hours.
- All employees must be prepared to undertake training.
- Full UK Driving Licence.
- Participate in the out of hours rota
- Flexibility to provide additional hours of work and overnight cover.