Oldham Council

Job Description

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| **Job Title:** Move On Support Officer (Temporary Accommodation) |
| **Directorate:** People and Place | **Division:** Economy **Section:** Housing Options |
| Grade: 6 **JE Code:** 9871 |
| Job PurposeTo provide advice, support and assistance to customers placed in Temporary Accommodation by managing expectations surrounding their move on options, and identifying any support needs to help them sustain future accommodation utilising a full range of housing options including supported, social and private rented sector accommodationTo arrange and sustain appropriate placements and provide an intensive housing management function for the temporary accommodation units ((including void management, ordering of cleaning, ordering and monitoring of repairs, tenancy and furniture management) while maximising the Council’s temporary accommodation income collection processWork collaboratively with agencies externally and internally while advocating and negotiating on behalf of vulnerable customers, some with multiple and complex needs, to access appropriate services and engage in long-term housing options.  |
| Key Tasks

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| 1. To complete and action move on plans that support and deliver the aims of the customers PHPs as legally required within the HRA 2017. Your work will involve Housing Pathway Advisors and other agencies to encourage and enable customers to recognise, accept and successfully develop skills for independent living
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| 1. To adopt a casework approach in supporting customers to action tasks within their PHPs and Move on Plans and ensue consideration of all suitable interventions and potential solutions to achieve move on into settled and suitable accommodation that can be sustained
2. To continuously review and assess customer’s needs accurately in accordance with all relevant legislation including Care Act 2014, the Children Act 1989, Housing Act 1996 Part VII, the Homelessness Reduction Act 2017 and other relevant legislation and case law.
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1. To provide housing and tenancy management services to homeless people ensuring high standards of service delivery focused to their needs and to ensure they can successfully sustain and manage their tenancies.
2. Advocate on behalf of customers, with their informed consent, with external agencies (including with agencies and organisations dealing with financial matters) and at relevant meetings. This includes arranging meetings of relevant colleagues from partner agencies where this is appropriate and participating in multi-agency meetings
3. To make referrals to engage relevant and specialist intervention on behalf of customers to support them with specific problems e.g. substance misuse, mental health, debt management, benefits and council tax.
4. To collect all relevant temporary accommodation charges (e.g. rent and service charges) and pursue recovery of all current and former debts from the earliest possible stage in a systematic manner, ensuring immediate and regular contact with customers to clarify their situation, agree repayment schedules and monitor debts until cleared
5. To prepare and keep up to date any regular performance information on rent and income collection, including arrears recovery. This will include following income collection escalation procedures and keeping accurate records that may be used for legal action
6. To ensure that comprehensive, timely and accurate records are kept for all customers by maintaining computer records, reports and other monitoring information as required in connection with the duties undertaken.
7. To promote and support the delivery of all housing pathway options including commissioned and non-commissioned supported, private rented sector and social housing with the application of the Councils Allocations policy

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| 1. To support the Councils voids and repairs processes by completing void inspections and paperwork and to raise any repairs orders, ensuring all properties are free from Category 1 hazards as defined by the HHSRS outlined in section 9 of the Housing Act 2004.
2. To accurately open and close utility accounts on void properties to protect the financial position of the Council at all times.
3. To ensure furnishings within properties are clean, safe and well maintained, removing furniture and equipment that is not appropriate. To ensure properties are fully stocked as per the inventory and cleaned as required.
4. To ensure all offers of accommodation comply and give consideration to the requirements under The Homelessness (Suitability of Accommodation) (England) Order 2012
5. To deliver local surgeries or ‘drop in’ sessions to support customers to access and provide relevant information to support their move on out of Temporary Accommodation
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| 1. To provide debt and money management advice to customers, support basic budgeting skills and to carry out personal financial health checks with customers to ensure income maximisation while promoting the availability of responsible credit and accessing a range of financial resources to overcome barriers to move on, ultimately reducing the length of time households spend in temporary accommodation by finding solutions to debts and benefit cap
2. To ensure customers comply with all relevant Temporary Accommodation service charges to ensure the Council receives all owed monies and budget restrictions are met
3. Work with and support Strategic Housing colleagues to inform and model best practice in working with people who have multiple and complex needs.
4. You will be expected to participate in the on-call and standby arrangements put in place by the Council as part of your normal duties, attendance at evening meetings and weekend working as and when required.
5. To undertake such other duties as requested from time to time by the Senior Housing Needs and Principal Officers.
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| Standard Duties:1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2. To be familiar with customer care, data protection and health and safety polices of the Council/ Directorate.
3. To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda.
4. To participate in self-improvement in performance through workplace development.
5. Undertake any additional duties commensurate with the grade of the post.
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| Contacts:Homeless and / or vulnerable people in housing needStatutory and voluntary agencies providing homelessness services or related servicesSenior and Principal Officers Other employees of the CouncilRegistered Social LandlordsPrivate landlords / agencies Partners within the Oldham Housing partnership and Oldham Partners |
| Values and Behaviours Approach the job at all times using the Council’s cooperative behaviours:* Work with a resident focus
* Support local leaders
* Committed to the borough
* Take ownership and drive change
* Deliver high performance

Be aware of and apply the Councils values and behaviours at all times. More information around this can be found on Oldham councils website.  |
| Relationship to Other Posts in the Directorate:**Responsible to:** Senior Housing Needs OfficerResponsible for: None |
| Special Conditions: CRB Disclosure Required – NoneEssential Car User Allowance |
|  | DATE | NAME | POST TITLE |
| Created  | September 2020 |  |  |
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OLDHAM COUNCIL



PERSON SPECIFICATION

Job Title: Move on Support Officer (TA)

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|  | Selection criteria (Essential) | Selection criteria (Desirable) | How Assessed |
| Education & Qualifications | Good standard of education, including minimum 5 GCSEs at A\*-C grade | Recognised qualification (at level 3) or relevant training/ qualification in general advice, advocacy, debt and income management. | AF |
| Experience | Experience of providing advocacy on behalf of clients to other agencies Experience of income collection and maximisationExperience of client-focused and collaborative approach, great relationship building skills, respect for others' opinions and the ability to deal effectively with change.Experience of liaising with a variety of agencies and working as part of an MDT approach.Relevant experience of working with homeless people with multiple and complex needs providing them with advice, assistance and support.Experience of and able to demonstrate the ability to motivate individuals.Experience of using computerised systems for case management purposes, letter writing & record keepingExperience of working to KPIsExperience of housing management including supporting income collection functions | Relevant experience of working with homeless people with multiple and complex needs providing them with advice, assistance and support.Experience of completing property inspections to inform void works | AF/I |
| Skills & Abilities | Developed communication skills including the ability to write and present clear, concise reports to a wide range of audiencesThe ability to converse at ease with customers and provide advice in accurate spoken EnglishAbility to carry out person-centred assessments and identify pertinent information to determine the right service, supporting the client to access services.The ability to assertively coordinate cases involving a number of stakeholdersAbility to prioritise a complex workload of competing priorities in the best interest of the customer and statutory service deliveryEmotional resilience to deal with challenging behaviour and to facilitate ongoing constructive engagement.Ability to operate effectively with limited supervisionGood IT skills, including spreadsheet, word processing and database skills with the ability to maintain client records and experience of outcome monitoring. | Ability to complete support planning and risk assessments | AF/I |
| Knowledge | Awareness and understanding of the complex issues contributing to homelessness and the impact on their lives.Knowledge of local housing strategy, Homelessness and private sector housing issues and objectives Knowledge of the range of available accommodation options and specialist services available to homeless peopleKnowledge of current drug and alcohol provision and relevant services.Knowledge of relevant case law and Codes of Guidance in regards Housing.Awareness of Safeguarding policies and procedures and how to raise all relevant safeguarding concerns to appropriate agenciesKnowledge of welfare benefits and an understanding of Welfare Reform to inform affordability assessments and to overcome the challenges homeless people face when trying to claim benefits and housing costs | Knowledge and understanding of issues facing people with complex needs including trauma-based presentations. Knowledge of the law governing homelessness and an understanding of the current issues in housing  | AF/I/T |
| Work Circumstances | The post holder will be expected to work flexibly which will include meetings outside standard office hours including evenings or weekendsThe post holder should be able to drive and have access to a vehicleYou will be expected to participate in on-call and standby arrangements put in place by the Council as part of your normal duties, attendance at evening meetings and weekend working as and when required.  |  | AF/I |

Abbreviations: AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

P = Presentation; R = References; Po = Portfolio

NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview