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| **Job title** | ACCOMMODATION OFFICER (Specialist Housing) |
| **Reports to** | *SENIOR ACCOMMODATION OFFICER* |
| **Salary** | Pay Scale 5 Point 22-25 (£21,451- £23,526. (pro-rata) |

**Job purpose**

* Provide an effective and efficient intensive housing management service within our temporary accommodation provision
* To establish links with BME communities and individuals and to create networks with specialist agencies.
* To promote awareness of Tuntum and its services to people from BME communities, grassroots networks as well as other community organisations.
* To engage with and assist individuals to access our services and maximise their independence.
* To coordinate referrals to the services.
* To contribute fully as a member of the staff team in the effective day to day running and operation of temporary accommodation services

To provide temporary accommodation to individuals and couples within the Tuntum Housing Association services, enabling them to:

* prevent homelessness by securing long term accommodation
* maximise independence
* to work towards settling and participating in the local and wider community
* signpost to opportunities within training, education and employment for service users

**Duties and responsibilities**

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| Responsibilities | Key Components | % of Time |
| Housing Management and Administration | Taking details relating to referrals and ensuring that these are dealt with efficiently and within stated time frames.Arranging and conducting interviews with prospective service usersArrange viewings of accommodation and carry out sign up of occupancy agreements and assist in the moving in and out process.Ensure that vacant rooms are cleaned, prepared and let in line with our policy and procedureInspect and request orders for new furniture for properties where needed including communal areas taking into consideration budgets and value for money.Ensure all service users who have been allocated accommodation, receive a high quality housing management service and fulfilling the landlords obligations as set out in the licence agreement.To carry out risk assessments in line with company procedures and manage risks linked to property and individualsTo assist service users in the completion of their claims for welfare benefits, inc Housing Benefit, JSA, ESA, Income Support, Disability Benefits etc To liaise with the DWP, Housing Benefit Dept etc, to ensure that correct benefits are being claimed and that payments are made as efficiently as possible. To keep up to date with benefits and Universal Credit legislation.To collect accommodation charges from service users and ensure they have an accurate and up-to-date record of this transaction.To ensure service users understand and adhere to their licence agreements and deal with issues relating to the breach of the licence including non-payment of charges (inc deposits, weekly charges etc), anti-social behavior etc, including issuing notices in relation to any breachTo proactively identify upcoming voids and make every effort to minimise void time through ensuring correct notice is received, property left in a good state and new tenants identified in advanceTo proactively minimize arrears through identifying arrears early and working closely with the tenant to pay them offTo carry out regular health and safety checks, building inspections and fire drills with service users.Identify maintenance requirements and report repairs as needed.Maintain a high standard of cleanliness, safety and security including managing and maintaining the communal areas and gardens, ensuring that they are clean at all times.To hold regular house meetingsTo respond to resident’s complaints and grievances in line with Tuntum’s policy To keep and maintain accurate and up to date records of work carried out with service users within whatever system Tuntum operates Maintain appropriate standards of good practice in confidentiality in line with Tuntum’s Confidentiality and Data Protection Policy.As required by the Health and Safety at Work Act, to take care of one’s own health and safety and that of other employees and to co-operate with Tuntum in complying with its statutory duties.To receive e-mails and take telephone messages and ensure that such messages are actioned or are passed on when the appropriate officer is unavailable.To handle incoming telephone calls, to determine the nature of the enquiry, the callers’ name and direct the caller to the appropriate officer.To maintain appropriate administration and record keeping systems and to submit regular reports as requested eg arrears reports, licence review reports.To take group responsibility for maintaining a safe, secure and efficient office environment eg ordering and maintaining stationery levels, accuracy checks of orders placed and invoices received.  | 40% |
| Advice and Guidance | To work with service users to identify support needs and ensure that support is provided, through signposting, to other agencies, to meet those needs.To meet regularly with service users to review their occupancy and create a plan of action to deal with any issuesTo assist service users in dealing with any problems arising from their occupancy including repairs, disputes, health and safety, arrears etc.To enable service users to understand the requirements of sustaining a tenancy including budgeting, maintenance, responsibilities, diet, use of leisure time etc.To work in partnership with statutory, voluntary and specialist agencies to co-ordinate a full package of supportTo work alongside Floating Support Workers from other services, to assist in the practical aspects of moving into a new home such as utilities, decorating, repairs and paying bills.To liaise with the relevant housing departments, housing associations or other accommodation providers to ensure service users explore options for longer-term accommodationBe proactive in involving service users in service related decision making.To report immediately any incident, suspicion or sign of physical or verbal abuse, neglect or harm regardless of who it is against. Refer to Adult and Children Safeguarding Policy for further information. Also refer to Whistle-blowing policy where appropriate. | 20% |
| Helping service users to settle and participate in the community | To work with service users to help identify education, training and employment opportunities as appropriate.Assist service users to write letters, complete applications for training/employment.Provide advice and guidance to service users who are preparing for job interviews, i.e. appearance/appropriate dress.To work with service users in relation to citizenship and integrationTo establish a network of contacts with agencies and services and to liaise with all relevant agencies and individuals to meet the support needs of the client.To help service users sustain initial, and develop any new, links within the community. | 20% |
| Teamwork | To work in close liaison with Senior Accommodation Officer, including attendance at relevant meetings, training events and caseload discussions. To contribute openly and positively in team forums, participating in a ‘lessons learned’ approach to service delivery. To be committed to self, team and service development and to work with the team to actively improve customer services.To actively challenge poor practice and behaviour in peersTo participate and contribute positively to the process of supervision and performance appraisal.To provide cover to the accommodation service in line with the rota system set by the Senior Worker including working unsocial hours.To assist and support other team members and work with others to solve problems, being solution-focussed at all timesTo participate in training in order to develop the skills necessary to provide the best service and to improve and maintain knowledge and skills.To attend team meetings, away days and training days as requested.Deliver training to service users in relation to life skills and personal developmentTo actively identify, and implement, value for money efficiencies | 20% |

To carry out the above duties in accordance with the Association’s Equality and Diversity Policy

**General Responsibilities**

* Ensure good time management at all times
* Assist and cover for colleagues when absent
* Communicate effectively with all employees
* Make viable recommendations to improve service and job performance
* Adhere to Tuntum’s policies and procedures
* To follow team procedures
* Ensure the working environment is tidy at all times
* To maintain Health & Safety standards
* Be aware of and follow the Fire Procedures
* Adhere to Lone Working policy and be aware of risks posed by lone working in the community
* Be willing to attend working parties/consultative groups
* Complete any other duty delegated by your line manager

**Person Specification**

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| Essential | Some experience of working with vulnerable/vulnerably housed people in a housing management and/or support capacity. |
| Experience of working within BME communities and being able to provide a relevant and appropriate service. |
| Positive, determined approach to working in this sector and keen to learn and develop self and others |
| An understanding, and experience, of dealing with the issues facing homeless individuals and their dependants  |
| Good listening skills, including the ability to enable people to feel comfortable with expressing their individual needs. |
| Excellent Communication skills including:* The ability to communicate assertively and sensitively with people who are vulnerable / disadvantaged and have experienced difficulty.
* The ability to communicate clearly and effectively with colleagues, external colleagues and other relevant agencies and professionals
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| Excellent advocacy skills to enable service usersto maximize opportunities available to them |
| An understanding of safeguarding issues  |
| Understanding of Equal Opportunities and a commitment to work in an anti-discriminatory way at all times and promote racial harmony. |
| Ability to maintain confidentiality |
| Awareness of and commitment to maintaining professional boundaries |
| Good knowledge of health and safety in relation to housing management issues |
| Be able to lone work, but be aware of the risks posed by lone working  |
| Ability to work on own initiative and as part of a team |
| The ability to positively adapt to change and respond to changing priorities. |
| Reliable, highly self motivated, can work to deadlines. |
| Ability to deal with emergencies and unexpected situations |
| Good IT skills. |
| Good numeracy and literacy skills. |
| An ability to monitor progress, collate information and write reports |
| Desirable | Ability to facilitate user involvement and understanding of user empowerment |
| Experience of developing and implementing support plans and to assess risk associated with job role |

**Working conditions**

Ability to work flexibly, which will include some evening and weekend work. Please note that the postholder can be asked to work in any Tuntum location

Current driving licence and access to a car with the appropriate business insurance OR can demonstrate mobility to carry out functions of the job

**Line management responsibilities**

None

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| **Approved by:** | *Director of Business Development* |
| **Date approved:** | *July 2017* |
| **Reviewed:** |  |