



Job title	Accommodation Officer
Reports to	Senior Accommodation Officer
Responsible for	N/A
Location	100 Derby Road, Long Eaton, NG10 4LS
Hours	18.5 per week
Salary	£22,319.59 per annum scale 5

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, explore opportunities within training, education and employment for clients.

Disclaimer

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association. If you consider that your role is significantly different to that which is outlined in this document; you are encouraged to discuss this with your line manager.



Duties and responsibilities

Responsibilities	Key Components
<p>Housing Management and Administration</p>	<p>Taking details relating to referrals and ensuring that these are dealt with efficiently and within stated time frames.</p> <p>Arranging and conducting interviews with prospective clients.</p> <p>Arrange viewings of accommodation and carry out sign up of occupancy agreements and assist in the moving in and out process.</p> <p>Ensure that vacant rooms are cleaned, prepared and let in line with our policy and procedure.</p> <p>Inspect and request orders for new furniture for properties where needed including communal areas taking into consideration budgets and value for money.</p> <p>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.</p> <p>To carry out risk assessments in line with company procedures and manage risks linked to property and individuals.</p> <p>To assist residents in the completion of their claims for welfare benefits, inc Housing Benefit, JSA, ESA, Income Support, Disability Benefits etc.</p> <p>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.</p> <p>To collect accommodation charges from residents and ensure they have an accurate and up-to-date record of this transaction.</p> <p>To ensure clients 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 breach.</p> <p>To 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 advance.</p> <p>To proactively minimize arrears through identifying arrears early and working closely with the tenant to pay them off.</p> <p>To carry out regular health and safety checks, building inspections and fire drills with clients.</p> <p>Identify maintenance requirements and report repairs as needed.</p>

	<p>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.</p> <p>To hold regular house meetings.</p> <p>To respond to resident's complaints and grievances in line with Tuntum's policy.</p> <p>To keep and maintain accurate and up to date records of work carried out with clients within whatever system Tuntum operates</p> <p>Maintain appropriate standards of good practice in confidentiality in line with Tuntum's Confidentiality and Data Protection Policy.</p> <p>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.</p> <p>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.</p> <p>To handle incoming telephone calls, to determine the nature of the enquiry, the callers' name and direct the caller to the appropriate officer.</p> <p>To maintain appropriate administration and record keeping systems and to submit regular reports as requested.</p> <p>Ordering and maintaining of stationery and accuracy checks of orders placed and invoices received.</p>
Advice and Guidance	<p>To work with clients to identify support needs and ensure that support is provided, through signposting, to other agencies, to meet those needs.</p> <p>To meet regularly with clients to review their occupancy and create a plan of action to deal with any issues</p> <p>To assist clients in dealing with any problems arising from their occupancy including repairs, disputes, health and safety, arrears etc.</p> <p>To enable clients to understand the requirements of sustaining a tenancy including budgeting, maintenance, responsibilities, diet, use of leisure time etc.</p> <p>To work in partnership with statutory, voluntary and specialist agencies to co-ordinate a full package of support</p> <p>To 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.</p>

	<p>To liaise with the relevant housing departments, housing associations or other accommodation providers to ensure clients explore options for longer-term accommodation</p> <p>Be proactive in involving clients in service related decision making.</p> <p>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.</p>
<p>Helping clients to settle and participate in the community</p>	<p>To work with clients to help identify education, training and employment opportunities as appropriate.</p> <p>Assist clients to write letters, complete applications for training/employment, write CV's.</p> <p>Provide advice and guidance to clients who are preparing for job interviews, ie, interview questions, appearance/appropriate dress.</p> <p>To work with clients in relation to citizenship and integration</p> <p>To 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.</p> <p>To help clients sustain initial, and develop any new, links within the community.</p>
<p>Teamwork</p>	<p>To work in close liaison with Senior Accommodation Officer, including attendance at relevant meetings, training events and caseload discussions.</p> <p>To contribute openly and positively in team forums, participating in a 'lessons learned' approach to service delivery.</p> <p>To be committed to self, team and service development and to work with the team to actively improve customer services.</p> <p>To actively challenge poor practice and behaviour in peers</p> <p>To participate and contribute positively to the process of supervision and performance appraisal.</p> <p>To provide cover to the accommodation service in line with the rota system set by the Senior Worker including working unsocial hours.</p> <p>To assist and support other team members and work with others to solve problems, being solution-focussed at all times</p> <p>To participate in training in order to develop the skills necessary to provide the best service and to improve and maintain knowledge and skills.</p> <p>To attend team meetings, away days and training days as requested.</p>

	<p>Deliver training to clients in relation to life skills and personal development</p> <p>To actively identify, and implement, value for money efficiencies</p>
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Person Specification

Requirements	Essential	Desirable
Education	<p>Good IT skills.</p> <p>Good numeracy and literacy skills.</p>	
Knowledge	<p>Issues facing homeless individuals and their dependants.</p> <p>Safeguarding issues.</p> <p>Equal opportunities.</p> <p>Health and safety in relation to housing management.</p> <p>Awareness of professional boundaries.</p>	<p>Facilitation of user-involvement and user-empowerment.</p>
Experience required	<p>Working with vulnerable/vulnerably housed people in a housing management and/or support capacity.</p> <p>Dealing with emergencies and unexpected situations.</p> <p>Monitoring progress, collating information and writing reports.</p>	<p>Working with black, minority, ethnic (BME) communities.</p> <p>Developing and implementing support plans.</p> <p>Assessing risk associated with job role.</p>
Skills and aptitudes required	<p>Listening.</p> <p>Enabling people to feel comfortable expressing their individual needs.</p> <p>Clear communication.</p> <p>Advocacy.</p>	



	Confidentiality maintenance. Self-motivation.	
Personal qualities required	Positive, determined approach. Keen to learn and develop self and others.	

Approved by:	Delores Vassell, Head of Specialist Housing
Date approved:	12/04/2019