



**Post Title: Temporary & Supported Accommodation Officer
Grade: F**

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

The post holder will assist in the allocation of temporary accommodation used by citizens in housing crisis. The post holder is responsible for providing housing advice and assistance, helping prevent homelessness and assisting in the allocation and management of temporary and permanent accommodation used by homeless citizens and those in housing need. This will include; intervening on behalf of people facing homelessness, advocating to prevent homelessness occurring, administrating accommodation resources and assisting inquiries under the Housing Act 1996 VII (as amended)

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. To receive and respond to enquiries from citizens facing housing difficulties by providing good quality advice and assistance on a range of housing issues with a focus on the prevention of homelessness and to assist investigations into the duties owed to citizens under the homelessness legislation and where necessary, to support the citizen to make a formal application for assistance as homeless
2. To facilitate the availability and allocation of properties utilised for temporary accommodation in accordance with policy and best practice, ensuring citizens vacate any temporary provision in a timely fashion once their notice period expires. To include appropriately prioritising homeless citizens owed a statutory duty, liaising with providers and coordinating all referrals.



3. To be proactive in seeking accommodation outcomes for households experiencing all forms of disadvantage, including those with multiple and complex needs; initiating multi agency meetings and taking a lead role in identifying solutions and recommending risk management strategies with the aim of securing placements.
4. To carry out pre and post tenant inspections of properties used for temporary or permanent accommodation assessing for suitability and reasonableness. To recommend and action remedial action as required
5. Assist citizens with acute accommodation difficulties to access suitable appropriate accommodation resources in temporary, supported and permanent housing in the City. Advising citizens in temporary accommodation on relevant issues of welfare benefits, and money management, including housing benefits. Including negotiating with landlords in the private rented sector to enable Citizens to access and maintain accommodation which is appropriate for their needs.
6. To advocate on behalf of customers facing homelessness with the aim of gaining a housing solution. To liaise with agencies and services to enable citizens to access provision relevant to support needs arising from disadvantage in all its complex forms and working in partnership with other agencies internal and external to ensure that the best outcomes are achieved for Citizens
7. Have oversight of temporary accommodation placements, working with housing providers to encourage compliance with housing plans, updating on casework decisions and helping to remove barriers to move on into long term, settled accommodation.
8. To identify accommodation options that enable the successful ending of duties owed, and where placements are not successful undertake enquiries to determine what, if any ongoing duties are owed, issuing decisions in writing
9. Facilitate and support the reconnection of relevant service users to Local Authority and other provision outside of the City.
10. To ensure that accurate records are kept in a thorough and organised manner maintaining the Council's records systems in relation to assistance with accommodation, including; homeless persons applications, housing applications and actions in relation to private and other landlords ensuring any performance monitoring and statistical data is reported using IT packages provided.
11. To be responsible for planned and ad-hoc purchases (using a purchase card) to enable the delivery of finance dependent aspects of the service including emergency accommodation bookings and transport ensuring any monies owed to the City Council from citizens are collected
12. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
13. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.

Numbers and grades of any staff supervised by the post holder:

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Debbie Richards

Date July 2023



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Service Delivery	Ability of communicating complex issues on a face to face basis, demonstrating tact, diplomacy, sensitivity and customer care		✓	
	Ability to write letters and produce reports		✓	
	Ability to undertake home visits and negotiate with relatives using tact and diplomacy	✓	✓	
	Commitment to providing a high quality customer focussed service	✓	✓	
	Experience of working in a pressurised front line service	✓		
	Ability to advocate and negotiate on behalf of citizens and to give independent advice	✓	✓	
Technical Skills and Knowledge	Good working knowledge of housing legislation in both the public and private sector	✓	✓	
	Understanding of homelessness and an ability to investigate possible duties owed to citizens under the homelessness legislation	✓	✓	
	General knowledge of safeguarding	✓	✓	



	Ability to assess property for design, space, state of repair and location for suitability	✓	✓	
Managing Data & IT	An understanding of data protection, customer confidentiality and information sharing as it relates to this role	✓	✓	
	Practical knowledge of IT Systems including a variety of software packages including Word, Excel and PowerPoint to produce documents and the aptitude to learn new systems as required.	✓		
Other work related circumstances	Ability to work outside of office hours and at various locations, according to service needs	✓		
	Satisfactory DBS at an enhanced level			✓
A - Application	AC – Assessment Centre	D – Documentary		