

# Job Description and Person Specification



## Job Description

<b>Job Title</b>	Support Accommodation Housing Officer
<b>Grade</b>	5
<b>Service</b>	Housing & Homelessness
<b>Reports to</b>	Support Accommodation Housing Manager
<b>Location</b>	Various
<b>Job Evaluation Code</b>	A5618



## About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role / Output

As Supported Accommodation Housing Officer you will be responsible for providing an excellent customer focused service for all tenants ensuring that the Council's temporary supported accommodation is well managed and maintained. You will work proactively and closely with tenants and support agencies to address environmental, property and tenancy issues to ensure tenants are ready to live independently by the time they leave the service.

In managing the supported accommodation, you will develop local knowledge of the communities and neighbourhoods in which we operate and establish partnerships to meet the needs of tenants and the community, resolving any conflict or issues that may arise.

## Main Duties & Key Accountabilities

### Core Knowledge

Customer service and housing management:

- Manage the void process, minimize the time a property is void ensuring that a property is let within set targets, whilst ensuring a customer focused letting service.
- Contribute to ensuring that customers are allocated accommodation according to need by joint working with the accommodation team and support provider, interviewing applicants as required to assess the need for tenancy management and support services.
- Conduct viewings, arrange and carry out sign-ups for new tenancies, ensuring the delivery of exceptional customer service at all times.
- Ensure customers are familiar with the terms of the Licence Agreement and that they understand their tenant obligations, rights and responsibilities outlined in the licence agreement.
- Provide regular meetings with customers to ensure safety and security of the accommodation and to deliver and monitor tenancy management and support services.
- Work closely with the support provider to ensure appropriate level of support is being provided and act as the day to day contact with the provider.
- Manage safeguarding concerns in partnership with the support provider and other partners.
- Respond promptly and sensitively to all reports of Anti-Social Behaviour, nuisance and harassment in line with the licence agreement, the Council's procedures and best practice, including practical assistance and support for victims.
- Liaise with the Supported Accommodation Manager concerning breaches of the licence agreement and help seek resolutions.
- Serve legal notices and warnings in accordance with procedures and in partnership with the Support Provider/ colleagues / managers and other professionals. Pursue cases through the legal process, including attending court.

- Respond to enquiries and problems of a complex and difficult nature and attend joint professionals' meetings to discuss individual cases, where necessary.
- Maintain information relevant to individual tenant's and client groups, ensuring adherence to Data Protection and GDPR.
- Proactively review and respond to customer feedback online and in person.
- Identify, contributing to, implement and evaluate improvements in management and tenancy support services and systems.
- Investigate and respond to all complaints, expressions of dissatisfaction and informal
- comments about service delivery. Ensure responses are completed within set timeframe.
- Periodically be 'on call' to cover emergency out-of-hours call outs. Respond to emergency calls from tenants, service providers and scheme staff and summon appropriate assistance as necessary
- Provide information about move on options, confirm the housing priority to be given to applicants and ensure their registration with Homefinder is up-to-date.
- Work with the Support Provider to assist with move-on of customers.
- Maintain a detailed and comprehensive knowledge of legislation, codes of guidance, good practice and policies relating to the work of the Team. Assist with the assessment of their impact and any resultant revision of office procedures.
- Carry out administration as required.

#### Property management:

- Take all reasonable steps to ensure the Health and Safety of staff, guests and visitors on site, ensuring compliance with relevant policies, procedures and legislation.
- Undertake property inspection, health, and safety monitoring relating to accommodation habitability in liaison with other staff including maintenance staff and work with colleagues to ensure that health and safety checks and annual risk assessments of the properties are completed.
- Arrange a high volume of planned and reactive repairs and maintenance (compared to that required in general needs housing) to ensure the building, fixtures and fittings remain to the required standard for supported accommodation.
- Deal with replacements and or repairs of individual flats or communal furniture and white
- appliances
- Maintain/monitor the fire log book, ensure that fire procedures are adhered to, and all reasonable precautions are taken to prevent the outbreak of accidental fire – report all issues with fire safety equipment to property services
- Report all accidents in accordance with agreed procedure

#### Arrears Prevention

- Provide an excellent customer focussed service ensuring tenants are aware of their responsibility to pay their rent on time and regularly, providing advice on preventative action to be taken to stop them falling into arrears.

- Work with the Council's Accommodation Officers to resolve rent arrears issues, including advising and assisting tenants to claim housing and welfare benefit entitlements.
- Contribute as necessary to annual reviews of housing services and service charges.
- Keep up to date on housing related benefits and advise tenants on these, offering advice and encouraging debt counselling and referring to specialist agencies.
- Contribute to the maximisation of income on occupied units by assisting with the management of customer budgets (e.g. complete housing benefit claim forms on behalf of tenants and verify claims on behalf of the Local Authority)
- Any other duties and responsibilities within the range of the salary grade.

## Key relationships

External	Internal

## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### **Smoke Free**

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### **Training**

The postholder must attend any training that is identified as mandatory to their role.

## Responsible for:

**Staff managed by postholder:**

N/A



## Person specification

<b>Job Evaluation Code</b>	A5618
<b>Knowledge</b>	
Demonstrate good understanding of supported accommodation, compliance, Health and Safety within buildings, supported accommodation or similar.	
Understanding of best practice in management of nuisance, harassment & anti-social behaviour	
Knowledge of Housing and Homelessness legislation	
Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies	
<b>Skills and Abilities</b>	
Ability or track record in management and delivery of supported accommodation, hostel or other accommodation provision.	
Excellent administration skills and attention to detail.	
Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative	
Good written and oral communication and strong conflict resolution skills	
Knowledge of Microsoft Office, particularly Word and Excel.	
The ability to travel around the city	
A Flexible approach to working outside core hours.	
<b>Experience</b>	
Experience of providing high quality customer service, preferably in a hostel, hotel or similar environment.	
Experience of working with the public in a face to face environment in complex situations	
Experience of multi-agency and partnership working	
Experience of working with customers with housing and/or support need	
Knowledge of people who have complex needs, including mental health issues, offending behaviour and drug or alcohol dependencies	
Experience of working with customers with housing and/or support needs	
Experience of working with vulnerable groups	



Experience of working closely with partner organisations to deliver positive outcomes for individuals
<b>Qualifications</b>
Good standard of general education, including GCSEs in Maths and English (or comparable)
A relevant qualification in housing is desirable
<b>Special Requirements</b>
This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)

<b>Date Created</b>	October 2020	<b>Date Reviewed</b>	November 2022
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