

Job Description and Person Specification



Job Title	Quality Officer - Exempt Accommodation
Grade	6
Service	Housing & Homelessness
Reports to	Supported Housing Strategy Manager – Laura Bolton
Location	Friargate
Job Evaluation Code	A5909





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

To take a specific lead on the city's approach to ensuring quality and compliance in non-commissioned supported accommodation.

To lead and deliver a range of projects that will improve the quality of and processes around the city's approach to driving up standards in the exempt supported accommodation sector.

To support the operational efficiency of exempt supported accommodation, including research and recommend cross partnership opportunities and solutions where appropriate.

Support the relevant departments and functions to implement national policy, legislation and good practice regarding exempt supported accommodation.

To analyse support plans and work with providers to improve the quality of supported accommodation in the city.

Main Duties & Key Accountabilities

Core Knowledge

- Monitor the quality of provision of exempt supported accommodation in the city.
- Offer Support, advice, and guidance to providers of exempt supported accommodation to drive up standards.
- Co-ordinate and oversee a structured programme of inspections in relation to support provided as well as compliance.
- Review support arrangements, including safeguarding, through person-centred assessments of the support being provided to individuals
- Work with Community safety, the fire service, and the police to co-ordinate multi agency responses to issues or concerns that arise
- Develop a program of multi-disciplinary inspections
- Provide scrutiny of HB claims in terms of VFM and quality of support plans
- Work with regulation and enforcement colleagues to ensure quality and compliance of the assets regarding minimum standards and regulatory compliance
- Work with Housing Benefit colleagues to ensure that support plans presented are in line with support being provided to individuals and that costs deliver value for money.

Quality assurance and safeguarding

Carry out Quality inspections with providers on a quarterly basis as well as spot checks when required

Where concerns arise mobilise MDTs to address issues swiftly and ensure concerns are addressed effectively.

Housing benefit claims

Work with the H/B officer to collectively review every support plan that is submitted for new HB claims, if needed contacting the individuals the claims are made for directly to further assess/ validate their support needs.

Quality of accommodation

In partnership with regulatory services carry out Proactive follow up inspections on an unannounced basis to audit ongoing management and maintenance of standards.

Gateway / Front door

Review and assess suitability / location / nature of proposed schemes and make recommendations to the exempt supported accommodations a panel regarding suitability.

Monitoring and evaluation

With support from the other members of the virtual team provide performance and outcomes reports against agreed measures including:

- Improvements in value for money
- improvements in quality of support and accommodation
- Numbers of inspection/ reviews and numbers of actions resolved/ reduced

- savings achieved where poor quality or inflated rents are identified.

Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Commissioned & Non-Commissioned Services	Internal - Housing Benefit - Housing - Housing Enforcement
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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

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Knowledge	
• knowledge of supported accommodation (both commissioned / non-commissioned)	
• An understanding of the challenges faced and the support needs of people experiencing multiple disadvantage	
• Knowledge of Housing and Homelessness legislation is desirable but not essential.	
• An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.	
• Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies	
Skills and Abilities	
• Excellent interpersonal, mediation and advocacy skills, alongside the ability to form and maintain relationships and professional boundaries with vulnerable people.	
• Ability to remain calm in a crisis, working in highly traumatic and distressing situations, working with vulnerable people who may display challenging behaviours.	
• Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative.	
• Good written and oral communication, strong conflict resolution skills	
• Knowledge of Microsoft Office, particularly Word and Excel.	
• Ability to communicate effectively at all levels, acting as advocate on behalf of service users.	
• The ability to travel around the city and a flexible approach to working outside core hours.	
Experience	
• Experience of working with the public in a face-to-face environment in complex situations	
• Experience of managing a caseload and meeting deadlines	
• Experience of risk management and safety planning	
• Experience of working with 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 multi-agency and partnership working with external organisations to deliver positive outcomes for individuals
Qualifications
• Good standard of general education, including GCSEs in Maths and English (Or comparable)
• A relevant qualification in housing is desirable but not essential
Special Requirements
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).

Date Created	January 2023	Date Reviewed	August 2026
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