

## Job Description and Person Specification

### Supported Accommodation Housing Officer

| Job Details         |                        |
|---------------------|------------------------|
| Grade               | GRD5                   |
| Service             | Housing & Homelessness |
| Location            | City Wide              |
| Job Evaluation Code | A5618                  |

| About Coventry City Council                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <p>As a Supported Accommodation Housing Officer, you will deliver exceptional customer-focused services, ensuring temporary supported accommodation is effectively managed and maintained. You will collaborate with tenants and support agencies to address property, environmental, and tenancy concerns, preparing tenants for independent living upon departure. By managing the accommodation, you will build local knowledge of communities and neighbourhoods, fostering partnerships to address tenant and community needs. Additionally, you will work to resolve any arising issues or conflicts, ensuring a positive and supportive living environment for all tenants.</p> |

## Main Duties & Key Accountabilities

Managing the void process to reduce property vacancy periods, ensuring properties are let within targets while providing a customer-focused letting service. Contributing to allocating accommodation based on needs by collaborating with the accommodation team and support provider, interviewing applicants to assess tenancy requirements.

Conducting viewings, arranging and completing sign-ups for new tenancies, delivering exceptional customer service while clarifying Licence Agreement terms, rights, and responsibilities to customers.

Conducting regular meetings with customers ensures accommodation safety and security while delivering and monitoring tenancy oversight and support services. Collaborating with the support provider ensures appropriate support levels are upheld while acting as the daily contact to assist with customer queries.

Responding promptly and sensitively to reports of anti-social behaviour, nuisance, and harassment while adhering to agreements, procedures, and established best practices. Addressing safeguarding concerns collaboratively with support providers and partners. Completing health and safety checks and annual risk assessments of properties, and performing any additional administrative tasks as necessary.

Delivering legal notices and warnings in line with procedures and collaborating with support providers, colleagues, managers, and other professionals. Following cases through legal processes, including appearing in court.

Responding to complex enquiries and issues, attending joint professionals' meetings to discuss cases when required, and addressing all service-related feedback.

Providing information, responding to urgent calls from tenants, service providers, and scheme staff, and arranging suitable assistance as required. Confirming housing priorities for applicants, ensuring their registration with Home Finder remains current, and discussing move-on options comprehensively.

Possessing a thorough understanding of legislation, guidance codes, best practices, and policies relevant to the Team's work is essential. Keeping accurate records related to individual tenants and client groups while ensuring compliance with Data Protection and GDPR regulations.

Conducting property inspections and monitoring health and safety standards related to accommodation habitability in collaboration with staff, including maintenance personnel. Addressing replacements or repairs for individual rooms, communal furniture, or white goods. Including reporting all issues with fire safety equipment.

Delivering exceptional customer-focused service, ensuring tenants understand their responsibility to pay rent punctually and consistently. Offering advice on actions to prevent potential arrears.

Completing housing benefit application forms for tenants and verifying claims for the Local Authority, staying informed on housing-related benefits and advising tenants accordingly.

Undertaking any additional duties and responsibilities that fall within the scope of the salary grade.

## Key Relationships

External:

Internal: Support Accommodation Housing Manager

## 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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

## Responsible for

N/A

## Person Specification

### Requirements

Knowledge

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

Skills And Ability

Ability or track record in management and delivery of supported accommodation, hostel or other

|                      |                                                                                                                                                             |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                      | accommodation provision                                                                                                                                     |
|                      | Organisational and administrative skills to plan; prioritise and organise workload to meet deadlines when working under pressure.                           |
|                      | Effective written and verbal communication abilities and proficient conflict resolution expertise.                                                          |
|                      | Proficiency in utilising standard software such as Word, Excel, and Office, alongside accurate data entry and retrieval within team ICT systems.            |
|                      | The ability to travel around the city                                                                                                                       |
| Experience           | Experience delivering exceptional customer service within environments such as hostels, hotels, or other comparable settings.                               |
|                      | Experience of working with multi-agencies and the public in a face-to-face environment in complex situations                                                |
| Special Requirements | This position is exempt under the Rehabilitation of Offenders Act 1974 and is conditional upon receiving satisfactory police record checks through the DBS. |