

Job Description and Person Specification

Quality Officer – Commissioned Support and Accommodation

Job Details	
Grade	6
Service	Housing and Homelessness
Location	Friargate and
Job Evaluation Code	A5909

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

Job Purpose
<p>To take a specific lead on the city's approach to ensuring quality and compliance in commissioned supported accommodation. – (Housing and homelessness)</p> <p>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 commissioned supported accommodation and support services (housing and homelessness)</p> <p>To support the operational efficiency of commissioned supported accommodation, including research and recommend cross partnership opportunities and solutions where appropriate.</p> <p>Support the relevant departments and functions to implement national policy, legislation and good practice regarding exempt supported accommodation.</p> <p>To analyse support plans and work with providers to improve the quality of commissioned supported accommodation.</p>

Main Duties & Key Accountabilities
Monitor the quality of provision of commissioned accommodation and support for housing and homelessness services
Offer Support, advice, and guidance to providers of commissioned supported accommodation in order to drive up standards.
Co-ordinate and oversee a structured programme of inspections in relation to support provided as well as compliance with.
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.
Monitor the quality of provision of commissioned accommodation and support for housing and homelessness services.
<p>Quality assurance and safeguarding</p> <p>Through consultation with existing providers, partners and people who use the services ensure the commissioned services quality framework is used as the basis of inspection and assurance process for commissioned supported accommodation and services, including</p> <ul style="list-style-type: none"> • safeguarding and support • suitability • customers rights and choices • licensing and enforcement requirements • management of ASB
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.

Monitoring and evaluation

With support from the HHCPL and supported exempt accommodation 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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	knowledge of supported accommodation (both commissioned / non-commissioned)
Knowledge	An understanding of the challenges faced and the support needs of people experiencing multiple disadvantage
Knowledge	Knowledge of Housing and Homelessness legislation is desirable but not essential.
Knowledge	An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.
Knowledge	Knowledge of people who have complex needs, including mental health, offending behaviour and drug or alcohol dependencies
Skills and Ability	Excellent interpersonal, mediation and advocacy skills, alongside the ability to form and maintain relationships and professional boundaries with vulnerable people.
Skills and Ability	Ability to remain calm in a crisis, working in highly traumatic and distressing situations, working with vulnerable people who may display challenging behaviours.
Skills and Ability	Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative.
Skills and Ability	Good written and oral communication, strong conflict resolution skills
Skills and Ability	Knowledge of Microsoft Office, particularly Word and Excel.
Skills and Ability	Ability to communicate effectively at all levels, acting as advocate on behalf of service users.
Skills and Ability	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	Experience of managing a caseload and meeting deadlines
Experience	Experience of risk management and safety planning

Experience	Experience of working with people who have complex needs, including mental health issues, offending behaviour and drug or alcohol dependencies
Experience	Experience of working with customers with housing and/or support needs
Experience	Experience of working with vulnerable groups
Experience	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)
Qualifications	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).

Declaration			
Reviewed/Created By:	Kerri Pritchard		
Job Title:	Housing First Coordinator	Date:	May 2025