

Housing

Canterbury Resettlement Officer Job Description and Person Specification

November 2022

Job Description

Job Title:	Canterbury Resettlement Officer
Department:	Housing
Function:	Housing Needs
Team:	TA Management Team
Post number:	S000392
Grade:	LBR9
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours
Base location:	Canterbury -Howe Green Estate
Reports to: <i>Job title</i>	TA Management Team Leader
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion.
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To provide a visible, approachable and customer orientated housing management and resettlement service that will enhance the quality of life for residents on the estate and protect the Council's assets. Providing a flexible support and resettlement service to enable vulnerable tenants to sustain their tenancies, and to provide a comprehensive resettlement support service to new vulnerable tenants to support them to sustain the tenancy</p> <p>To effectively manage a caseload of vulnerable tenants with support needs in temporary accommodation To assess the housing and other related support needs of tenants referred to the service, and provide practical support and assistance to customers to sustain their tenancies.</p> <p>To provide an effective, professional service which includes offering customers a full range of advice and interventions related to their housing options in the private and public sector with the aim of ensuring a comprehensive service to prevent homelessness</p> <p>To work with customers to update and review Personalised Housing Plans in light of the Homelessness Reduction Act 2017. Working with customers to implement these plans to ensure that homelessness is prevented or relieved through active interventions and pursuit of effective housing options</p> <p>To take responsibility for the recording of high quality, key data on homelessness for submission to the Department for Communities and Local Government ensuring key trends on homelessness, the causes and solutions are available for analysis locally and to the Government to measure the impact of homelessness nationally</p> <p>Role Context: This position is fundamental to the provision of housing advice and homelessness services to vulnerable customers who may approach the council for assistance as a result of the Housing Act 1996 and Homelessness Reductions Act 2017 duties, and other key housing legislation, alongside the Children Act and the Care Act.</p> <p>This is a specialist role that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017. Officers will work with a full range of customers and scenario's providing support and advice to those in temporary accommodation.</p>
Other considerations: <i>E.g. working patterns</i>	36 hours per week

Key accountabilities and result areas:	Key elements:
1. Strategy and Planning	<p>The post holder will be required to have comprehensive knowledge of all housing advice and homelessness legislation, other general housing legislation, welfare benefit expertise and knowledge of the adult & children social care environment and impact and to use this knowledge to support customers and achieve positive outcomes</p> <p>The post holder will be required to have specialist knowledge of the Housing Act 1996, the Homelessness Reduction Act 2017, the Children Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act.</p> <p>The post holder needs to use this knowledge to work collaboratively with customers to identify the most appropriate and effective solutions to their housing problems and to do so proactively at the most appropriate time – ensuring the maximum opportunities for early intervention</p> <p>The post holder will be required to be innovative, dynamic and solutions focussed and consider and pursue all available housing options to prevent the customers from becoming homeless.</p> <p>The post holder will be required to use their experience to contribute to the ongoing development and design of the service and solutions for customers.</p>
2. Operations and Support	<p>To provide an effective, customer-focussed and efficient service to customers on the estate; to support them in keeping their current home or in accessing a new home where relevant.</p> <p>To prioritise early intervention and create an environment for responding to customers issues as soon as possible</p> <p>To provide proactive and timely housing advice to customers so they understand their current housing position, their rights and responsibilities in their current accommodation including in respect of security of tenure, protection from eviction, accommodation condition and repair, rent and mortgage debt and tenancy deposit protection, matrimonial rights and referrals are made to the landlord and tenant specialist as appropriate</p> <p>To refer customers for specialist information as necessary</p> <p>To provide a professional and effective interview service to all customers, updating personalised housing plans as appropriate and ensure provides a detailed picture of the customer housing requirements and needs, especially as affected by their support needs and affordability issues</p> <p>To assess the customers housing support and resettlement needs in accordance with the Homelessness Act 2017 and to do so in the context of the potential for customers vulnerability under either the law on housing, the Care Act 2014, or the Children's Act 1989</p> <p>To undertake supportive casework of a complex nature that requires detailed knowledge of issues requiring support and how to respond to those e.g. young people, mental health, offending, drug and alcohol issues, rough sleeping.</p> <p>To work effectively with other partner agencies, and lead on case conference planning involving other relevant agencies.</p> <p>To be able to work effectively and creatively and on own initiative in dealing with complex and difficult cases</p> <p><u>Assessment of Support Needs:-</u> To work with other relevant agencies to carry out joined up assessments of immediate and long-term housing and resettlement needs of all customers referred.</p> <p>To jointly agree with the customer a shared action plan with achievable outcomes.</p>

	<p>To provide the necessary support, intervention, information and assistance to enable the customer to access appropriate services and support networks.</p> <p>To assist with referrals into supported housing and other options where customers are assessed as unsuitable for independent living</p> <p><u>Support to Customers on Tenancy Related Issues:-</u> To provide structured support to tenants on issues to help them successfully maintain their tenancies.</p> <p>To provide specific support on accessing welfare benefits, including housing benefits, advice on budgeting, paying bills and debt management.</p> <p>To ensure that new tenants are given ongoing support as appropriate until such time as the tenancy is deemed stable.</p> <p>To promote and facilitate good relations between the tenant and their housing officer or landlord.</p> <p>To provide all new vulnerable tenants with an agreed number of settling in visits to minimise abandonment of tenancy and revolving door homelessness.</p> <p>To support vulnerable customers who may commit acts of Anti-Social Behaviour through the investigation process, liaising with the Anti-Social Behaviour Team, and attending ASB Team meetings as required. Working to agree a sustainable solution to the issues</p> <p>To request the provision of alternative temporary accommodation where necessary</p> <p>To carry out work with customers which promotes opportunities for them to develop and build on their own strengths, in order to improve the quality of their lives.</p> <p><u>Housing Management</u> Responsible for ensuring the effective and efficient day to day management of the estate.</p> <p>Work with the residents to keep the estate clean, tidy and ensure it is safe and secure.</p> <p>Responsible for dealing with any complaints or disputes that may arise and work to ensure that the estate runs well and harmoniously.</p> <p>Be the link point with the repairs and maintenance providers.</p> <p>Undertake enforcement against unauthorised occupants.</p> <p><u>Tenancy Management</u> Be the first point of contact for tenancy related issues including anti-social behaviour, ensuring that the issues raised are comprehensively case managed and the appropriate agencies/officers are proactively engaged so that issues are resolved.</p> <p>Provide a comprehensive tenancy management and enforcement service in accordance with Council policies and procedures to ensure residents are able to live in an enjoyable environment. This includes making decisions regarding tenancy management matters, giving permissions on tenancy related issues, making home visits, dealing with pest control and boundary matters and arranging access for repairs and the servicing of properties.</p> <p>Carry out viewings and sign ups.</p> <p>Provide assistance in arranging removals, putting services on, claiming benefits and sign posting to local schools admissions, GPs etc.</p> <p>To prioritise workload to cope with pressure and through effective time management and efficient administration.</p> <p>To attend supervision, team meetings, training, performance appraisal and other meetings as required.</p> <p>To enable customers to effectively participate in the process of service monitoring and evaluation.</p> <p>Be responsible for own admin and be prepared to use and be trained on relevant IT systems.</p> <p>To undertake any other duties commensurate with the grade of the post.</p>
<p>3. Systems and Process Development and Improvement</p>	<p>To utilise the homelessness system to produce personal housing plan for each customer and to provide key monitoring information for submission to the HClic system created by DCLG and for local information reporting and management</p> <p>To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process</p>

<p>4. Communication Partnership</p>	<p>To build up a good local knowledge and network of specialist agencies who provide care, welfare and support, in both the voluntary and statutory sector.</p> <p>To effectively liaise with other agencies and encourage customers to maintain contact with relevant agencies.</p> <p>To contact relatives and care and support agencies directly where there is cause for concern.</p> <p>To be involved in or lead on the provision of care and support planning.</p> <p>To ensure all contact with customers and other agencies is conducted in a courteous, professional manner, and ensuring diverse needs are met.</p> <p>To act as the interface between housing and external agencies.</p> <p>To develop effective working relationships with colleagues within Redbridge and Canterbury/Kent authorities, other council and statutory services, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective referrals.</p> <p>To assist in developing full range of support and resettlement information and publicity for all clients as well as supporting the development of internal procedures.</p> <p>To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies.</p> <p>To provide advice and support services to customers through personal or telephone interviews, correspondence, advocacy, reception, home visiting, outreach work and surgeries, workshops and talks to customer groups.</p> <p>To deal with enquiries, complaints and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council's complaints and enquiries procedure.</p> <p>The officer is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Redbridge Council's Health and Safety Policy and all guidance, instructions and risk assessments. In particular the officer is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.</p> <p>Internal Contacts: Staff in Housing and across other council services</p> <p>External Contacts: MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, private sector landlords, Hostels and Bed & Breakfasts, service users, their friends, relatives and advisors. Community Mental Health Teams, G.P.s and other primary care providers, Housing Officers, DWP, Probation Service</p>
<p>5. Performance and Standards</p>	<p>This will involve:</p> <p>Homelessness is prevented</p> <p>Temporary accommodation numbers are reduced</p> <p>Homelessness decision making targets are met</p> <p>Expenditure on temporary accommodation is reduced</p> <p>Prepare performance and other housing management reports for line management.</p> <p>Key Performance Outcomes</p> <p>Homelessness is prevented</p> <p>Temporary accommodation numbers are reduced</p> <p>Homelessness decision making targets are met</p> <p>Expenditure on temporary accommodation is reduced</p>

6. Resource Management	<p>The postholder has no specific budget management responsibilities. However decisions can have significant financial impacts and cause both the commitment of resources and of long term housing provision commitments. As below:</p> <ul style="list-style-type: none"> • to provide support for various housing options (for example provision of a rent incentive); • homelessness decisions to accept or refuse a duty; • or to provide temporary accommodation;
General accountabilities and responsibilities	
Corporate Accountabilities	All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.

Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p> <p>The postholder may be required to participate in the rota to provide the homelessness out of hours service</p>

Person Specification

Job Title:	Canterbury Resettlement Officer		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> • No Mandatory Qualification Required • Level 4: Specialist learning with ability to undertake detailed analysis of a high level of information and knowledge in an area of work or study. • May be evidenced by: Certificates of higher education; NVQ level 4; HND; BTEC Professional; and equivalent qualifications, or evidence of demonstrable application in the course of experience. 	A	
Minimum experience/ knowledge/ skills:	<p>Knowledge:</p> <ul style="list-style-type: none"> • A good knowledge of all homelessness legislation as covered by the 1996 Housing Act Part VII and the Homelessness Reduction Act 2017, housing advice law (security of tenure, disrepair, rent arrears) the Protection from Eviction Act 1977, housing allocations as covered by the Housing Act 1996 part VI and other housing legislation, welfare benefit expertise and adult and children social care and health knowledge. <p>Good knowledge of welfare benefits, including social fund grants and payments, fuel rights, debt management and income maximisation.</p> <p>Processes of setting up a home, financial and home management, with local network knowledge an advantage.</p> <p>Good knowledge of relevant legislation and policy, including Knowledge of relevant Lettings, Homelessness and Housing Act legislation (security of tenure, private tenants' rights, services for older and families, anti-social behaviour including hate crime and domestic violence, drug and alcohol misuse, mental health matters).</p> <p>Thorough understanding of inner city housing issues</p> <p>Awareness of issues and initiatives facing local authority housing</p> <p>A good knowledge of services, benefits and support available to applicants experiencing housing problems</p> <p>Experience:</p> <p>Experience of providing housing related support and advice either on site or floating support, in a social housing or voluntary sector environment, to at least one of the following groups: people with mental health problems; alcohol or drug related problems; offending histories; young people at risk; people who have experienced domestic violence; rough sleepers and former rough sleepers; people with a learning disability; elderly people with housing related support needs.</p> <p>Experience of providing an effective advice service to members of the public</p> <p>Experience of implementing an equality and diversity approach to service delivery</p> <p>Experience of working in a team</p> <p>Experience of working in a demanding front line customer service environment</p> <p>Experience of dealing effectively with confrontational and challenging situations</p> <p>Experience of working with homeless customers and those in housing need</p> <p>Experience of carrying out interviews, investigations, negotiations</p> <p>Experience of effective record keeping including electronically</p> <p><u>Experience of successfully working to performance targets and deadlines</u></p>	AIT	3

	Skills / Abilities: Excellent interpersonal skills including active listening, advocacy and negotiation Excellent communication skills including the ability to write detailed technical letters and reports and to direct complex interviews and convey complex advice simply and understandably to customers Ability to gain, and retain, the confidence and respect of staff, service users and other contacts. Ability to work unsupervised, prioritise workloads and achieve targets and deadlines Ability to gather information and interpret complex issues e.g. legislation and Case Law quickly, to think creatively about problems and identify solutions Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances IT literate and able to use computer software effectively Demonstrate a positive attitude towards customer service Be self-motivated and be able to work under pressure Demonstrate a flexible and innovative approach to problem solving Ability to be pro-active and creative in preventing homelessness and resolving complex customer problems Ability to draw up support plans tailored to individual customers needs, with the consent and agreement of the customer.		
Corporate Behaviours	<ul style="list-style-type: none"> • Must demonstrate an understanding of issues relating to equal opportunities in service delivery. Must actively promote ways of eradicating racism, sexism and other forms of negative discrimination using the Council's policies and procedures. • To comply with the Council's Health & Safety Policy. • To work outside normal work hours to respond to emergencies or attend meetings. 	AIT	3
Effective and Collaborative Team Working	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	AIT	
Working Pattern and travel	<ul style="list-style-type: none"> • To take responsibility for personal development and actively participate in all learning and development. • To participate in the ongoing development, implementation and monitoring of service plans. • To support and contribute to value for money, service efficiency and improvement. 	AI	3
Special conditions:	DBS Disclosure Required - Not required / Basic / Enhanced	AT	
Signature of Employee:	Name:	Date:	