

<b>Designation:</b>	<b>Accommodation Officer.</b>
<b>Grade:</b>	<b>Stroud 4.</b>
<b>Hours:</b>	<b>37 Hours</b>
<b>Location:</b>	<b>Ebley Mill.</b>
<b>Job Purpose:</b>	<b>To prevent and relieve homelessness using established procedures and by developing creative new solutions.</b>
<b>Responsible to:</b>	<b>Senior Housing Advice Officer</b>
<b>Responsible for:</b>	<b>No supervisory responsibility.</b>

## KEY DUTIES

- To take the principal role in assessing housing need for customers approaching the council for social housing in accordance with housing legislation, local policy and the code of guidance.
- To assist in providing advice, guidance and initial assessments to customers through telephone, email and face-to-face contact where appropriate.
- To take a principal role on social housing allocation through Homeseekerplus.
- To encourage a holistic approach to meeting housing need by establishing links with health, education, employment and other relevant agencies.
- To provide training sessions to partner agencies in order to develop positive working relationships and to ensure accurate advice is given at the earliest point of contact to those facing housing difficulty.
- To provide reports and statistical information for performance monitoring and statutory reporting for central government.
- To provide support on a variety of housing projects in accordance with the needs of the service and wider housing pathways.

## SKILLS AND KNOWLEDGE

- Good general education or equivalent experience.
- Good written and verbal communication skills.
- Experience of working with the public.
- IT literate.
- Ability to manage own time and workload.
- Knowledge of housing legislation, particularly Part 6 – Housing Act.

## COMPLEXITY AND CREATIVITY

- Work under own initiative in dealing with outside agencies/partners.

- Develop and update promotional information and advertising on all issues relating to homelessness.
- Promote mediation services for people with the aim of preventing homelessness due to relationship breakdowns.
- Advise landlords and tenants on tenancy legislation.
- Respond to queries and complaints.

Work requires the exercise of creativity within the general framework of recognised procedures.

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work, including use of Homeless Prevention Fund with all other decisions being referred to the Housing Advice Manager.
- To make statutory decision under relevant homeless legislation.

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

## CONTACTS

- Members of the council.
- Members and staff of other local authorities/partner agencies.
- Suppliers and contractors.
- Social and private sector landlords and lettings agents.
- Members of the public.

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

## RESOURCES

- Little or no responsibility for physical or financial resources.

## TRAVEL DESIGNATION

- Casual car user.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.

- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To take Part VII homeless applications and arrange temporary accommodation when other officers are under pressure.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*