

Job Description and Person Specification

Job details

Job title: **Accommodation Liaison Officer**

Grade: Band 4

Reports to: Single Homelessness Manager

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

Working within the Single Homelessness Service, provide a dedicated contact for supported housing providers across Northamptonshire with the aim of strengthening partnerships, and preventing homelessness and rough sleeping through improved use of resources, placement sustainment appropriate move on arrangements and development of a multi agency assessment panel.

This role will be based across North Northamptonshire.

Principal responsibilities

1. Improve access into supported accommodation for single homeless people by building and developing strong working relationships with local providers to increase the supply and variety of accommodation options available locally and ensuring oversight of all placements and voids.
2. Provide dedicated advice and support to supported housing providers and residents and work together to overcome issues and challenges, assisting to remove barriers to engagement, sustainment or move on.
3. Assist supported accommodation providers with information and guidance around the completion of housing benefit claims, ensuring that they are aware of what they need to provide in order to have their residents claims processed and to liaise closely with the team if required to highlight claims requiring urgent attention.
4. Assist the Single Homelessness Manager to develop a protocol that works to prevent homelessness through early intervention by working in partnership with supported accommodation providers and to effectively respond to and address tenancy breaches included non payment of charges and antisocial behaviours.

5. Hold regular liaison meetings with supported accommodation providers locally to review residents' needs and progress, ensuring the support provided is tailored to meet individual needs.
6. Review and develop appropriate referral procedures and processes for supported accommodation providers and monitor placements and move on activity including promotion of access to private rented sector solutions.
7. Through understanding local need and with the aim of addressing gaps, develop new and innovative initiatives to increase the type and supply of accommodation options available to people seeking support across the Housing Solutions Service
8. Develop, lead and coordinate a multi-agency panel that works together to meet the accommodation and support needs of single homeless people.
9. Working with the Strategy and Partnerships Officer, support the delivery of the Homelessness and Rough Sleeping Strategy and Homelessness Forum and associated action plans and work streams.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training		<p>Hold a minimum 5 GCSE's grade A-C (or other Level 2 NVQ qualification) or able to demonstrate an equivalent capability</p> <p>Hold a relevant housing qualification (e.g. BTEC) or show an equivalent capability.</p>
Experience and Knowledge	<p>Relevant work experience in a customer focused environment</p> <p>An understanding of housing and homelessness issues and challenges</p>	<p>Experience of working in housing within a local authority, housing association or other organisation</p> <p>Experience of working effectively in partnership with a range of stakeholders</p> <p>Experience of working with vulnerable people / people with complex needs and challenging behaviours</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>Good IT and keyboard skills, including the ability to use Microsoft Word and Excel</p> <p>Excellent communication skills, written, verbal and negotiation</p> <p>Excellent numerical skills</p> <p>Ability to meet deadlines and prioritise workload</p> <p>Ability to work as part of a team, organise tasks and work unsupervised</p> <p>Well-developed and wide- ranging negotiating and problem-solving skills.</p>	

Attributes	Essential criteria	Desirable criteria
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Willingness to work outside normal office hours where necessary.</p> <p>Full driving licence and access to a vehicle for work.</p> <p>This post will be subject to a Disclosure and Barring Service check.</p> <p>This post is office based</p>	