



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: **Accommodation liaison Officer**

Grade: Band 4 – £30,559 - £31,586

Reports to: Rough Sleeper Coordinator

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

- To support the Homelessness Manager and Rough Sleeper Coordinator in the management of supported accommodation provided for homeless households across North Northants.
- To be the main link for the Council to manage supported accommodation properties let to Homeless Households by working effectively with local providers.
- To increase the supply and variety of accommodation options available to customers approaching the Rough Sleeping and Housing Options teams and ensure these are fit for purpose.
- To assist in the production of statistical information for performance monitoring and statutory returns.
- To contribute to the development and implementation of cross-cutting corporate initiatives, in line with the Council's "One Team" philosophy.

Principal responsibilities

- To support the Rough Sleeping and Housing Options teams by undertaking interviews with customers on supported accommodation matters, and dealing with enquiries from customers by telephone, post, email and via home visits.
- To help with supported accommodation for homeless households and oversight of all placements where possible.

- To help ensure payments from occupants in supported accommodation are made and intervene with local providers to help recover outstanding monies in accordance with their arrears recovery procedure.
- To ensure that occupants in supported accommodation are able to maximise their income by ensuring take up of any entitlement to welfare benefits.
- To assist occupants in supported accommodation 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 claim processed and to liaise closely with the Housing Benefit Team if required to highlight claims requiring urgent attention.
- To make referrals to the Council's Social Inclusion team and the Citizen's Advice Bureau to maximise income from households in supported accommodation.
- To assist the Homelessness Manager and Rough Sleeper Coordinator in managing the Council's relationship with supported accommodation providers, as required.
- To assist the Homelessness Manager and Rough Sleeper Coordinator to take a proactive response to tenancy breaches and anti-social behaviour, with early intervention wherever possible by working effectively in partnership with local supported accommodation providers
- To assist the Homelessness Manager and Rough Sleeper Coordinator in ensuring the correct process and procedures are followed to help ensure an occupant's stay in supported accommodation meets their needs by leading on the development of pre-emption protocols and effective referral processes
- To monitor queries received for supported accommodation placements and for referrals for homeless households, making recommendations for solutions to the Homelessness Manager and Rough Sleeper Coordinator.
- To work with the Council's Private Sector Housing team if required to secure properties from private sector landlords for the Housing Options team to discharge eligible households into or to be used as temporary accommodation via the Council's Private Sector Leasing scheme.
- To develop innovative new initiatives to increase the type and supply of accommodation options available to customers approaching the Housing Options team and Rough Sleeping Team including the development of a Multi-Agency Supported Accommodation Panel with local providers.
- To update Housing Options and Rough Sleeper databases / systems to ensure that information is timely and accurate.
- To assist in the production of information leaflets on rough sleeping, housing options, and ensure that information on housing options on the Council's website is kept up to date.

- To produce a regular homelessness report to help monitor performance within the team.
- To produce accurate and up-to-date management information and performance data to assist with the H-CLIC returns to central Government.
- To undertake other duties, which are commensurate with the salary, skills, knowledge, and experience of this post, as and when required by the Homelessness Manager or Rough Sleeper Coordinator.

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	A levels or show an equivalent capability	Hold a relevant housing qualification (e.g. BTEC) or show an equivalent capability.
Experience and Knowledge	Relevant work experience in a customer focused environment	<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>
Ability and Skills	<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 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>	<p>Experience of working with vulnerable people</p> <p>Experience of income collection and debt recovery processes</p> <p>Experience of housing management practice</p>
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	<p>Full driving licence and access to a car for work</p> <p>This post will be subject to a Disclosure and Barring Service check</p>	