THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

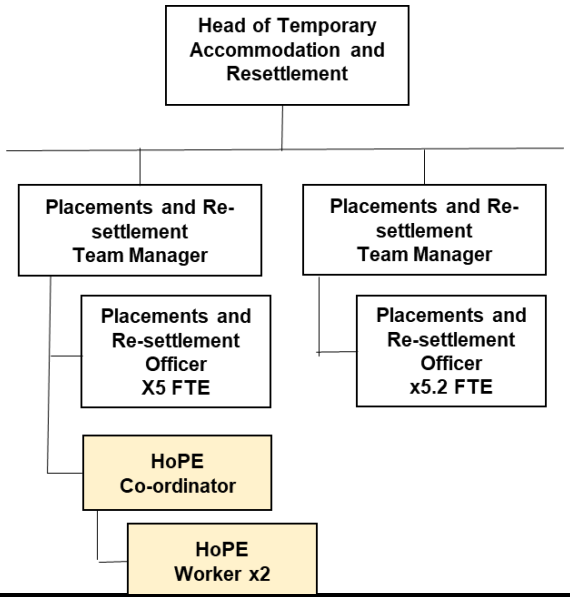
JOB DESCRIPTION

Job title	Accommodation Solutions Officer
Directorate	Housing Needs and Transformation
Service	Temporary Accommodation and Solutions
Grade	E

DBS Check Required	Standard
Justification for DBS	Post falls within list of professions or occupations exempt from Rehabilitation of Offenders Act
Politically Restricted	No

Responsible to:	Accommodation Solutions Team Manager
Employees directly supervised *(if applicable)*:	None

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

To support the Accommodation Solutions Team Managers in securing the continuous development, improvement, efficiency and success of the Temporary Accommodation and Resettlement team as a whole.

To provide housing options advice to households in temporary accommodation and promote effective move-on to other permanent housing, including intermediate rent, private rented and social housing.

The post holder will also undertake suitability of accommodation reviews and related enforcement activity, work with accommodation providers and other services to resolve complaints and tenancy support issues; and support the implementation of a programme of tenancy audits. The post holder will assist in handling more complex suitability reviews and enforcement cases, including providing written statements to support the Council's interests in judicial review cases or in response to other legal challenges.

2. DESCRIPTION OF DUTIES:

The post is responsible for a portfolio of services which may be altered from time to time but currently includes responsibility for:

- Follow policy and procedures to successfully place singles persons and families into suitable accommodation
- To make the most appropriate, equitable and cost-effective use of available resources, ensuring that all lettings comply with statutory requirements and the Council's policies
- Undertake assessments of suitability when offering accommodation
- Organise and/or facilitate with storage of goods and removals when necessary
- Assist with the management of the team's telephone lines and email inboxes and respond to customer queries regarding their accommodation.
- Liaise with the Procurement and Contract Management Team to ensure the most suitable available property is offered to the applicant
- Complete housing benefit forms and other forms as required
- Refer households for floating support when the need for assistance is identified
- Collect medical documents from the customer to appropriately refer an applicant for a medical review
- Respond to requests for emergency transfers
- To visit households in temporary accommodation to provide them with advice and guidance on the full range of housing options available to them and manage their expectations, taking into account their needs and aspirations, their priority on the Housing Register and ability to sustain other options, including intermediate housing options and private rented accommodation.
- To monitor biding activity across households in temporary accommodation and offer support to those households who require assistance, in order to help them make informed choices about their future housing.

- To signpost and refer households in temporary accommodation to other agencies as required, including employment and training providers, supported housing services, children's services or adult care.
- To encourage and help homeless households in temporary accommodation to comply with their licence or tenancy conditions, but where there is a serious breach of duty (including harassment, anti-social behaviour and hate crime) and/or the Council has discharged its homelessness duty, ensure the accommodation is withdrawn and recovered as efficiently and quickly as possible.
- To promote effective use of the temporary accommodation budget by regularly reviewing move on from emergency to settled temporary accommodation and investigating the reasons for long stays in high-cost emergency accommodation.
- To support the development and implementation of temporary accommodation tenancy checks, investigate cases where there is concern that temporary accommodation has been abandoned, sub-let or misused and, where appropriate, take action to discharge the Council's homelessness duty.
- Close accounts where necessary and organise key returns
- Issue Notice to Quits when appropriate and liaise with the Council's Legal Team where necessary
- Liaise with Social Services if household needs support or if no further duties are owed.
- To reply promptly to enquiries and complaints from customers and their advocates, including elected members, MPs and ombudsman cases in line with the Council's procedure and attend court where required.
- To contribute to the development of policy, procedures and practice, and to the achievement of the departments aims, objectives and targets.
- To develop and maintain a positive relationship with clients, council officers, housing providers, advocates, elected members and other stakeholders to ensure high levels of customer satisfaction are achieved.
- To create and maintain accurate records of the service to ensure compliance with reporting arrangements and provide management with the information required to monitor performance and service standards in accordance with Council's policies and the legal framework. This will include producing writing performance and other written reports for managers in the Housing Needs Service as requested.
- 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. The post holder must abide by the council's information governance policies.
- To participate in appropriate projects relevant to the role of the team within and outside the section as appropriate.
- The post holder 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 RBKC's Health and Safety Policy and all guidance, instructions and risk assessments. In particular the jobholder is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.

- To undertake any duties appropriate to the grading of this post, as requested by Head of Temporary Accommodation and Resettlement, Accommodation Solutions Team Managers, or another manager within the Housing Needs Service.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:
The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:
We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours
The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications/Training/Certificates** N/A
C	**Skills, knowledge and experience** An understanding of the government's agenda on homelessness and welfare reform. Comprehensive knowledge and understanding of housing needs issues, legislation, and case law, including lettings, and the housing register.

	Experience of delivering front line services to homeless households. Strong ability to communicate clearly using a range of method. Experience of communicating effectively to customers and at all levels of the organisation. Ability to relate the Department's objectives and policies in relation to the service, and to communicate these concisely, simply and sensitively to colleagues, customers and partners. Ability to manage a varied and demanding workload, and to provide a consistently high quality of work with limited supervision. Ability to assess and communicate service issues and problems and identify and cost appropriate responses and solutions. A commitment to equalities issues and an understanding of how they relate to the Re-settlement and Move-On Team and the diverse needs of its customers.

OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.
They guide our interactions with residents, businesses, visitors, partners and each other.
They are also a measure of how well we've done.

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	**INTEGRITY** • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	**WORKING TOGETHER** We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.