

Decision under Delegated Powers

Officer Requesting Decision

Housing Needs Manager

Officer Making the Decision

Head of Housing

Recommendation

That the revised job description (duties and responsibilities no 3 refers) for the Senior Housing Options Officer post M090 (appended to this decision) be approved

Reason

To align the job description to that of the Senior Allocations and Lettings Officer in respect of the responsibility to "deputise for the Housing Needs Manager in their absence" and "work closely with the Senior Allocations and Lettings Officer and provide support and cover as required".

Authority for Decision

Authorisation of changes to the establishment, within budget and without major service or policy implications, is delegated to the Chief Executive (Item 6 on page 3-25 of the Constitution). This has been further sub-delegated by the Chief Executive to Heads of Service in certain circumstances (DD ref 28 11/12). These proposals fall within the limit of the authority of the relevant Head of Service.

Decision and Date

Approved



17.6.2013

11.50 am

Background

The new post of Senior Allocations and Lettings Officer was approved as part of the service review of the Allocations and Lettings Team (published DDs 17 13/14 and 21 13/14 refer).

The revision to the job description proposed is to align it with that of the Senior Allocations and Lettings Officer and both posts report to the Housing Needs Manager and are graded SO2. This will provide essential resilience in the teams

that deliver key services to the most vulnerable members of society. The revision was identified at the postholders personal review with the Housing Needs Manager and is fundamentally a housekeeping exercise that has the agreement of both officers.

Comments from HR

Following the recent restructure these changes seem totally acceptable to the appropriate Job Description. The change will not have any impact on the grade of the post.

HR Advisor: Anna Cairns 11/6/13

Financial Implications

None

Risk Management

There are no risks associated with this proposal

Key Decision: No

Background Papers: None

CHARNWOOD BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Senior Housing Options Officer	Grade: SO2 plus essential car user allowance
Division: Housing	Accountable to: Housing Needs Manager
Current Postholder: Vacant	Responsible for: Housing Officers (x6)
Post No: M090	

Purpose of Job:

Responsible for the day to day management of a team of Housing Officers dealing with Housing Options operational issues as they arise and to support, mentor and coach team members by validating their decisions, dealing with complex cases, ensuring performance targets are met and resolving first line management service user complaints. To investigate and assess the needs of homeless and other housing applicants, determine priorities, offer advice and assistance on housing options and ensure Council policies and procedures are followed.

Duties and Responsibilities

1. Case manage and ensure appropriate outcomes for complex homelessness and housing applications, working closely with external agencies such as Social Services and Probation and attending multi-agency meetings such as MAPPOM meetings and case conferences on behalf of the Housing Needs Manager.
2. Ensure the effective management of temporary accommodation, to keep the use, and costs to the Council of B&B to a minimum and oversee management procedures including the payment of charges.
3. Deputise for the Housing Needs Manager in their absence. Work closely with the Senior Allocations & Lettings Officer and provide support and cover as required in their absence.
4. Promote the prevention agenda by assisting in the development of new initiatives and identifying and embedding best practice into the Team.

5. Ensure, by regular monitoring, collation, and timely submission of reports and local and statutory returns that Housing Officers and the Service are meeting the performance indicators set and assist the Housing Needs Manager in identifying corrective action where necessary.
6. Ensure that Housing Officers are properly trained and regularly briefed so that Council Policy and procedural guidance is followed and ensure, by random checks, that there is consistency of decision making.
7. Resolve first line management customer complaints and issues.
8. Undertake complex cases as directed by the Housing Needs Manager, and validate/countersign decisions made by Housing Officers.
9. Provide the first point of contact for issues arising from the Bridge Independent Housing Advice Service and support the Bridge as required by the Housing Needs Manager, in the delivery of work areas for which there is mutual benefit.
10. Supervision and training of the Housing Officers in Housing Options issues and council procedures. Responsible for identifying and reviewing the training and development needs of the 6 staff who report directly.
11. Maintain and update computer records and paper files on all aspects of the Section's activities.
12. Delivery of an effective and appropriate service to service users, fairly and without discrimination.
13. Manage the homeless enquiries response outside office hours and deal with enquiries as part of a rota system.
14. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.

Note:

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the postholder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the grading of the post.

This job description is current at 10th June 2013
Management have the right to vary the duties after consultation with you.

Agreed

Human Resources Advisor

CHARNWOOD BOROUGH COUNCIL

PERSON SPECIFICATION

POST: Senior Housing Options Officer

GRADE: SO2 plus essential car user allowance

DIVISION: HOUSING

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Experience	<p>Significant experience in homelessness, housing advice or related work.</p> <p>Experience of managing complex case work in a multi agency environment</p> <p>Experience of performance and quality control management in a results orientated environment.</p> <p>Experience of complaint management and resolution</p>	<p>Experience of responding to investigations and requests for information from elected members, MPs and the Local Government Ombudsman.</p> <p>Experience of managing staff</p>	Interview and application form.
Specialist, Knowledge & Ability	<p>Knowledge of homelessness and allocations, homelessness prevention and, benefit maximisation.</p> <p>Housing Act 1996 and Homelessness Act 2002 and associated guidance.</p> <p>Ability to work using own initiative and make decisions with the minimum of supervision.</p> <p>Able to produce clear and accurate letters and reports</p> <p>Good organisational and time management skills.</p> <p>Able to demonstrate a broad range of competencies including managing, supporting, coaching and mentoring staff</p>	<p>Able to research and identify best practice and embed into the working practices of the Team.</p>	Interview and application form.
Qualifications	<p>Working towards or possession of NVQ Level 4 or equivalent</p>	<p>Corporate member of the Chartered Institute of Housing</p>	Application form
<i>Interpersonal Skills</i>	<p>Must be able to communicate</p>	<p>Mediation Skills.</p>	Interview

	<p>effectively with customers, colleagues and Council Members.</p> <p>Dealing with vulnerable people in complex situations.</p> <p>Partnership working with key agencies</p>		
<u>Disposition/Attitude</u>	<p>Able to deal with enquires and complaints in an assertive but sympathetic manner.</p> <p>Willingness and ability to attend regular meetings and on occasions out of office hours.</p> <p>Must be highly motivated, have the ability to work under pressure and organise priorities without direct supervision, and be an excellent team player.</p> <p>Able to meet performance targets and deadlines whilst ensuring quality of service and sensitivity.</p> <p>A commitment to equal opportunities and diversity</p>	<p>Flexible approach to work and ability to meet challenges and adapt to change.</p>	Interview
Personal Circumstances	<p>Mobility around the Borough.</p> <p>Able to attend regular meetings and on occasions out of office hours.</p> <p>Able to partake in the out of hours rota</p>	Own transport	Interview

DATE: : 6th Sept 2011.

Compiled by: David Harris

