

Epsom & Ewell Borough Council

Role Profile

Role Title:	Temporary Accommodation Assistant
Job Family:	Technical
Service:	Housing Services
Location:	Town Hall
Reporting To:	Supervisor / Business Manager

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To provide effective administrative support to the functions of the council's Temporary Accommodation & Private Sector Leasing (PSL) service for statutory homeless households.</p> <p>As a member of the Council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

Service Specific	<p>Tenancy Management & Sustainment</p> <ul style="list-style-type: none"> Effectively liaise with and manage the day-to-day relationships with Temporary Accommodation providers and closely manage and monitor the contractual arrangements, occupancy set up arrangements and ASB protocols. Conduct visits to properties as required to ensure property standards are maintained and occupancy is verified; to address issues like complaints, disrepair ASB etc and to ensure property standards are maintained so that they comply with health and safety regulations and legislative requirements; taking prompt and effective action to address any failures and disrepair issues. Effectively liaise with the Council's Property Services team to ensure maintenance and repairs are organised and undertaken. Arrange and sign-up homeless households for nightly paid accommodation/temporary accommodation and ensure they understand their responsibilities. Assist homeless households to apply for Housing Benefit/Universal Credit and work with the Housing Benefit/DWP Team to ensure the smooth processing of benefit claims and answer any queries regarding payments. Assist the Temporary Accommodation Officer to set up, manage and monitor the rent accounts for each client and ensure that any
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	<p>rent and service charges due are collected. Follow the procedure to collect any unpaid rent and service charge arrears. Post any rent receipts on the Council's rent accounting system.</p> <ul style="list-style-type: none"> • Assist the Temporary Accommodation Officer to undertake all aspects of the management of temporary accommodation including sign-ups, inventory inspections, day-to-day repairs, dealing with licence /tenancy breaches, health and safety and voids. • Address any issues that may arise during a placement/tenancy. Mediate between homeless households and private landlord /temporary accommodation provider and give advice and assistance to both parties regarding licence/tenancy and management issues. • Ensure that residents of temporary accommodation comply with the licence and tenancy conditions. Address any issues that may arise during a placement which may threaten its sustainability. Follow procedures to deal with any breaches in licence /tenancy conditions and enforce compliance in liaison with and under the direction of Temporary Accommodation Officer • Undertake welfare visits on a regular basis to support homeless households. • Maintain regular proactive contact with households in temporary accommodation to provide encouragement, support and advice to residents to assist them to move on from temporary accommodation and access to all available housing solutions. • Maintain accurate and appropriate records of all interviews, casework and weekly performance information. • Develop and use a detailed understanding of relevant housing legislation and other relevant legislation, codes of guidance and Council policies to ensure accurate advice is provided. Assist with the implementation of new policies, procedures and legislation as required. • Verify and process temporary accommodation invoices for payment. • Provide cover for the Temporary Accommodation Officer.
Generic Duties	<p>Administrative Support</p> <p>Delivery</p> <ul style="list-style-type: none"> • Achieves individual targets and objectives to support the delivery of service plans • Provides work statistics to section timescales. • Maintains a good knowledge of service in order to give correct

	<p>advice to customers.</p> <ul style="list-style-type: none"> • Deals with enquiries regarding service-related matters • Ensures an efficient service is given whilst being polite, courteous and understanding • Complies with the Council's complaints procedure <p>Process</p> <ul style="list-style-type: none"> • Adheres to service-related processes and manages workload to deliver services • Constantly review procedures to ensure efficient working • Keeps abreast of changes to service-related legislation • Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations <p>One Team</p> <ul style="list-style-type: none"> • Communicates in a clear and concise manner • Liaises with other services across the Council • Liaises with outside bodies where necessary • Contributes to effective teamwork
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The key decision-making areas in the role	
<p>Judgment or decision making</p> <ul style="list-style-type: none"> • Make decisions on the standards of temporary accommodation • Make decisions on provision of temporary accommodation • Make decision on enforcing breaches of licence conditions/ rent arrears and evictions <p>Organisation of workload and priorities</p> <ul style="list-style-type: none"> • Ensure temporary accommodation provision and management is undertaken within the appropriate timescales and in accordance with legislative requirements, local guidelines and procedures. <p>Information handling</p> <ul style="list-style-type: none"> • Understand and comply with the Data Protection legislation and with the council's agreed policy and procedure for data security <p>Developing plans or strategies</p>	

- Contribute to the council's, Temporary Accommodation procurement policy, Homelessness Strategy and Service Plan and lead on identified projects.

Customers and contacts

Knowledge of other service areas within the Council/Authority

- Understand and comply with the council's responsibilities for equalities under the Equality Act 2010
- Understand and comply with the council's responsibilities for the safeguarding of children, young people and vulnerable adults and comply with relevant internal and multi-agency policies and procedures
- Understand and comply with the council's responsibilities for healthy and safety and comply with relevant policies and procedures
- Have a good knowledge of other service areas within the council, especially; Housing Benefit, Grants; Environmental Health and Property Services

Contact with clients/customers

- Ensure that the Council's corporate standards are met in respect of customer care
- Deal calmly and sensitively to the needs of people with housing problems who may be vulnerable and/or have complex needs
- Deal effectively with difficult situations & customer in stressful circumstances.
- Provide advice, information and guidance to support customers make informed decisions on their choice for housing.
- Deal with all temporary accommodation related enquiries on individual cases, face-to-face, over the telephone or replying to correspondence from applicants, MP's, Councilor's or other agencies.
- Conduct home visits and property inspections

Dimensions of the role

Financial

Non-financial

<ul style="list-style-type: none"> • Assist in the operation of Housing Services renting accounting system including rent arrears • Verify and process temporary accommodation invoices for payment up to the value of £30,000 	<ul style="list-style-type: none"> • Ensure the Council is not in breach of the Homelessness (Suitability of Accommodation) (England) Order 2003 • Organise approx. 120 interim accommodation placements each year • Ensure accommodation units are maintained and health and safety regulations/standards are not breached • Emotional stress from the circumstances or behaviour or people • The impact of your decision making on customers • Implementing and enforcing regulations
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Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good standard of general education including English and Maths	E	A	INT
Knowledge and Experience			
An understanding of the needs of homeless households in temporary accommodation, working with them to provide innovative solutions	D	A	INT
A knowledge and understanding of housing law, especially the Housing Act 1996 (Part 6 and 7), the Homelessness Act 2002, Homelessness Reduction Act 1997 and Codes of Guidance. Including Homeless (Suitability of Accommodation) orders.	D	A	INT
Knowledge of housing management law, repairing and health and safety obligations ideally relating to temporary accommodation, including risk awareness and management	D	A	INT & ASS
A knowledge and understanding of the welfare benefits system and related benefits regulations	D	A	INT
Knowledge of rent accounting	D	A	INT
Skills			
Good organisational and administration skills and experience of following policies and procedures	E	A	INT
Good effective time management with the ability to prioritise tasks and manage own workload in demanding circumstances and with competing priorities	E	A	INT
Good interpersonal and communication skills including the ability to deal with vulnerable and/or complex customers in stressful circumstances	E	A	INT
Ability to evaluate an individual's circumstances and explain complex information to them	D	A	INT
Ability to record, collate and interpret statistical data	E	A	INT
IT literate with the ability to use a range of IT packages and able to help develop systems	E	A	INT
Ability to negotiate, think, plan and act with a creative approach to problem solving and innovation	D	A	INT

Be self-motivated and have the ability to work on own initiative with minimum supervision	D	A	INT
Additional Requirements			
Must have access to a vehicle and hold a current driving licence	E	AP	INT
Ability to work flexibly including working after 5pm as necessary, attend occasional evening meetings and respond to out of hours calls	E	AP	INT
Visits are required to applicants throughout the borough and neighbouring areas as an integral part of the duties	E	AP	INT
Must be legally entitled to work in the UK	E	AP	INT
No contra-indications in personal background or criminal record indicating unsuitability to work with children/young people/vulnerable clients/finance (DBR check required as appropriate).	E	AP	INT