



Ipswich Borough Council Job Description: O28

Senior Temporary Accommodation Officer

Main Purpose of Job

To work as an integral part of the Temporary Accommodation Management Team to manage, co-ordinate, deliver, develop, and improve the temporary accommodation provided to homeless households. Ensuring that residents responsibilities are carried out and/or enforced as necessary, reporting directly to the Temporary Accommodation Manager.

Main Duties

1. Supervise and manage a team of Temporary Accommodation Officers, including appraisals, one to ones, sickness, holidays and ensuring that HR systems are up to date. Prepare staff rotas to ensure that the Service is covered daily, organising cover for annual leave, sickness, and arranging adequate scheme cover at short notice when required.
2. Ensuring liaison with Housing Options and Allocations team to enable the efficient management of temporary accommodation, meeting legal time limits, and making best use of available accommodation.
3. Responsible for the delivery of service within financial and budgetary boundaries ensuring that all activities are carried out within agreed performance targets. Responsible for adherence to all safe-working and lone-working practices and procedures. To assist the Temporary Accommodation Manager in reviewing procedures to achieve smarter, improved working practices and to deputise for them in their absence.
4. Rent collection and arrears management – responsibility for the enforcement of a rent arrears procedure through all stages from initiation to eviction, including preparing and hand delivering legal notices.
5. Signposting to and enable access of support services from relevant professional agencies whilst maintaining appropriate confidentiality. Adhering and supervising staff in adhering to safeguarding policies and recording.
6. Provide appropriate crisis intervention with professional agencies ensuring the health and safety of staff is paramount at all times.

7. Deal with all practical and administrative matters relating to the admission, Licence Agreement and discharge of residents including control of breaches and evictions.
8. Record incidents, and update residents case notes and other relevant documentation including accommodation assessments on relevant Council case management systems.
9. Deputising for the Temporary Accommodation Manager in their absence.
10. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Person Specification

Senior Temporary Accommodation Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	2 A levels or ONC/OND or an NVQ Level 4 or 3 years qualitative experience.	Housing Related Qualification First aid certificate	Application/interview Certificates
Relevant experience	Experience of partnership working with external organisations Experience of working directly with vulnerable persons and/or those at risk Experience of using Microsoft office Experience of working in a supervisory role	Experience of providing welfare advice and support of others Experience of working in a similar role/environment	Application/Interview
Specialist knowledge	Working knowledge of safeguarding Understanding of social and emotional issues Working knowledge of relevant agencies/charities/public bodies in relation to housing accommodation	A working knowledge of Homelessness legislation Knowledge of social care legislation Working knowledge of housing and welfare benefits Knowledge of mental health and other social issues	Application/interview
Personal skills	Demonstrate effective communication skills both verbally and in writing Ability to prioritise own work load and that of others in order to meet deadlines	Ability to write reports and produce statistics	Application/interview

	Ability to build and maintain good working relationships with external organisations Demonstrate accuracy and attention to detail when maintaining records Ability to deal with difficult and stressful situations whilst maintaining standard of work Ability to work using own initiative with minimal supervision Proven ability to produce and develop ideas for problem resolution and make difficult decisions Understand and empathise with client group and their needs and activities whilst maintaining professional boundaries and confidentiality Flexible and adaptable in response to change		
Special working conditions	Emergency shift work/able to work unsociable hours and cover out of hours on-call/standby at home Valid Driving Licence Enhanced Disclosure Barring Service check required		Application/Interview