

Housing Solutions Officer – Accommodation Grade 7- 9

Job Focus

To be read in conjunction with Housing Solutions Officer Job Profile which provides the full range of responsibilities across the function.

Within the Housing Solutions Service, the Accommodation Team provide and manage temporary accommodation, ensuring the Council's statutory duties are carried out. Our customers often have complex support needs and/or chaotic lifestyles and need effective support to ensure they can successfully move from interim accommodation to permanent housing.

You will work in partnership to address any underlying issues to achieve positive sustainable outcomes, helping to empower customers to achieve independence, feel safe, and be well.

Role Description

You will deliver housing related support to customers in temporary accommodation and assist them in finding permanent accommodation which will bring an end to the Council's homelessness duties. You will need a genuine desire to support vulnerable people into independence, and an ability to inspire and motivate them during their journey. You will need tenacity and perseverance required for working with and supporting people with complex needs who may also have chaotic lifestyles.

You will effectively manage void properties ensuring the Council's temporary accommodation stock is maximised whilst ensuring that all accommodation meets statutory health and safety requirements. You will work closely with other Council services and external providers to ensure repair work is completed on time and to a good standard. You will need to have a good understanding of suitability of accommodation and recognise the importance of providing high quality accommodation to our customers.

You will be responsible for the effective management of temporary accommodation. This includes effective income collection or rent and service charges, dealing with anti-social behaviour and issuing legal notices to terminate the accommodation where necessary.

You will make placements in and out of temporary accommodation ensuring that all accommodation is suitable for the customers we place into them.

You will be responsible for assisting customers to move on from temporary accommodation into a wide range of accommodation such as social housing, the private rented sector and supported housing.

You will liaise with a wide variety of agencies and partners to achieve the best outcome for the customer including contributing to and holding multi agency case conferences.

You will be required to undertake visits to either occupied or unoccupied properties across the Kirklees district, in order provide housing-related support or to manage the voids process.

You will ensure that the recording of case notes is effectively maintained.

You will be required to provide written communications to customers in the form of letters and legal notices.

You will be required to adhere to all Kirklees Council policies including risk assessments, safeguarding and professional boundaries.

For Office Use Only:

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| Job Category | Housing Services | Grading ID | 63070 63080 63090 |
| Job ID | 80100684 | Last Updated | October 2021 |
| Job Focus | Yes | Career Progression | Yes |

Contractual Variants

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|---------------|--------|------------------------|-------------------|
| DBS Category | Adults | DBS Type | Enhanced + Barred |
| Health Check | No | Politically Restricted | No |
| 24/7 working | No | Public Holidays | No |
| Night Working | No | Alternating Pattern | No |
| Standby | No | Other | No |