



Interim Accommodation Officer	
<b>Department:</b> Supported Housing	<b>Reports to:</b> Older People Services Manager.
<b>Direct Reports:</b> None Currently	
<p><b>Main purpose of the Job/Summary of Role</b></p> <p>Responsible to the Older People's Service Manager and London Borough of Hackney's Moving On Team, the post holder will work with Brokerage Officers, Care providers, Social Workers and Occupational Therapists to ensure interim accommodation is suitable and well-maintained for Hackney residents. Responsibilities will include helping the team manage supplier contacts, ensuring compliance with health and safety regulations, and fostering effective stakeholder relationships.</p> <p>The post holder will be responsible for providing advice and assisting and supporting clients who could benefit from welfare benefits advice in accordance with agreed procedures, policies and good practice.</p>	
<p><b>Responsibilities</b></p> <p><b>Interim Accommodation</b></p> <ol style="list-style-type: none"> <li>1. Preparing for the arrival of new tenants - liaising with London Borough of Hackney, supporting equipment and furniture deliveries, etc.</li> <li>2. Signing individuals to licence agreements and carrying out an inventory. Explain the terms of the occupancy agreement to new residents and support them to understand their rights and obligations under that agreement</li> <li>3. Induct the resident into their new home explaining equipment use, contact points for emergencies and the occupants' responsibilities with regard to health &amp; Safety, and carry out weekly welfare checks</li> <li>4. Undertaking end-of-tenancy checks before tenants vacate.</li> <li>5. Ensuring that any repairs/ decorating is communicated.</li> <li>6. Order goods and services as required, within budget and to agreed quality standards.</li> <li>7. Minimise revenue lost by the organisation regarding empty properties by working closely with colleagues across the business to continually review and refine the management of empty properties.</li> <li>8. To support the team manager in maintaining spreadsheets on the flat occupied, exit plans, and timeline for moving out.</li> <li>9. Ensure void status data is accurate.</li> <li>10. Liaison with the DSPA management group to update on the availability of interim accommodation.</li> <li>11. To attend relevant meetings to provide feedback on interim HWC availability, arrangements for move-ins and partnership meetings with the housing provider.</li> </ol> <p><b>Housing and Benefit Support</b></p> <ol style="list-style-type: none"> <li>12. Knowledge of all core legislation such as the Housing Act 1985, Housing Act 1996 as amended by the Homelessness Act 2002, the Homelessness Reduction Act 2017, housing needs issues, related legislation and case law.</li> <li>13. A good working knowledge of housing benefit rules and the supply and demand issues related</li> </ol>	

to public sector and private housing in an inner London council.

14. To assist with benefit claims, advice and information form filling, appeals, etc.
15. To assist with applying for grants, etc., for those clients who are homeowners and require repairs in their homes.
16. To assist with practicalities around obtaining proof of ID, address, etc., so as to enable clients to sign up for benefits and tenancies as required.
17. To chase up repairs with Landlords and/or private landlords where a person is moving on.
18. Liaise with the housing scheme manager on matters that need resolving concerning the tenancy.
19. Liaise with other authority departments and outside bodies/agencies e.g. DWP, as required.
20. Work collaboratively with support providers to generate referrals, arrange viewings and carry out joint assessments to ensure suitability for the service or accommodation being referred to.

### **Equal Opportunities**

21. To demonstrate through personal and professional example a commitment to equality of opportunity for all groups of staff and service users and to challenge discrimination, racism, sexism and other forms of unjust behaviour.
- 24 The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.

### **Scope/Additional Responsibilities**

- Promote and implement the Outward Equal Opportunities Policy in all aspects of your work and dealings with outside bodies.
- Comply with Outward's health and safety policy and contribute to good health and safety practice as appropriate.
- Attend such training courses, conferences and meetings as required.
- To be available to attend occasional evening and weekends meeting and out of hours emergencies.
- Undertake any other duties commensurate with the general level of responsibility of the post as required by the Tenancy Management Officer.

## Person Specification

### Interim Accommodation Officer

Criteria	Essential
Skills	<ul style="list-style-type: none"> <li>• Ability to build and maintain positive relationships with a range of internal and external partners.</li> <li>• Ability to write clear, concise letters and reports</li> <li>• Ability to plan and organise own workload and meet deadlines</li> <li>• Good IT skills</li> </ul>
Knowledge & Experience	<ul style="list-style-type: none"> <li>• Experience of general administration and record keeping including electronic records.</li> <li>• Ability to develop collaborative working relationships that promote joint working, best practice and consistency of service delivery.</li> <li>• Experience of providing a supported housing service to vulnerable tenants either through working for a housing association, a local authority or a voluntary organisation.</li> <li>• Experience of effectively managing and responding to complaints.</li> <li>• Experience of managing tenancy breaches including anti-social behaviour.</li> <li>• The ability to provide welfare benefit and debt management advice</li> <li>• The ability to carry out assessments and liaise with support providers to agree the prospective tenants' suitability for the service being referred to.</li> <li>• The ability to attend court and represent the landlord at DIY possession hearings.</li> <li>• Experience of voids management and working to achieve targets.</li> <li>• Experience of carrying out property inspections, identifying building defects and liaising landlords and contractors to ensure repairs are carried out to the required standard.</li> <li>• Ability to establish and monitor housing benefit claims and negotiate arrears repayment agreements with tenants.</li> <li>• Ability to monitor and plan service charge expenditure.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• An understanding of and, commitment to equality to equal opportunities in service delivery and employment.</li> <li>• A good understanding of the supported housing sector and the delivery of housing related support.</li> <li>• An understanding of and commitment to resident consultation and involvement</li> <li>• The ability to work both as part of a team and independently.</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• Knowledge of current housing legislation</li> </ul>