
Recruitment information

Job description and person specification

Your title	Temporary Accommodation Co-ordinator
DBS check	Not required
Post number	Y00606
Your team	Private Rented Sector and Temporary Accommodation Team
You would be based	Elmbridge Civic Centre, High Street, Esher, KT10 9SD
Your line manager	Private Rented Sector and Temporary Accommodation Team Leader

About the role

You will be lead contact for all forms of temporary accommodation, co-ordinating move on arrangements for households and liaising with all housing providers.

The main purpose of the role:

1. To act as the coordinator for all temporary accommodation utilised by the Council for homeless households to make sure it is effectively used and lengths of stay are minimised with Housing Benefit and applicant income maximised for all placements.
2. To monitor and keep under review all households moving into temporary accommodation to ensure that move on plans are in place particularly where a statutory duty is owed and that suitability assessments are completed with appropriate move on arrangements. Where a main homelessness duty is not owed to contact providers to terminate accommodation liaising with the Team Leader Housing Options.
3. To be the primary contact regarding Temporary Accommodation stock owned by the council. Overseeing and co-ordinating moves in and out and liaison with the managing agents and floating support services.
4. To arrange weekly meetings to discuss move on of placements in Temporary Accommodation and update the meeting notes. To maintain record keeping of data and be able to provide this information to the wider housing teams.

Specific duties and responsibilities

To work with the Rental Support and Housing Options Team Leaders to make the most effective use of all vacancies to minimise the length of time a household are in temporary accommodation, to maximise long term placements that arise in the private sector and to prevent actual homelessness wherever possible.

To check that suitability assessments are in place for all applicants particularly those for whom a statutory duty has been accepted and that applicant bids are monitored, placed on their behalf or auto bidding processes set up on Search Moves to facilitate move on making sure providers are aware of any final offer to discharge the homelessness duty

To keep under review all placements in Bed and Breakfast liaising with the Team Leader to ensure that assessments of housing and priority need are undertaken to inform any move on to alternative temporary or long-term accommodation as appropriate to the applicant's needs. To assist in the processes required for placement as requested.

To monitor tenant contribution for households that have been referred to the Rental Support Scheme and under the Rent Guarantee. To identify households to refer to the Rental Support Scheme from temporary placement for Private Sector Discharge.

To carry out visits to temporary accommodation providers utilised by the Council. To check occupancy and general management and standards of accommodation raising any concerns with the Housing Options Manager and Private Sector Manager.

To assist in the processing of invoices for the Unit as directed confirming occupancy and for the preparation of information regarding on Units financial commitments in respect of temporary accommodation.

Responsible for income maximisation, monitoring the payment of applicant charges for households who have occupied bed and breakfast accommodation taking action as necessary to obtain payment whilst in occupation in conjunction with the Housing Options and Housing Benefit teams

To issue arrear letters where necessary and to follow the Councils agreed procedures for write off where debt recovery is not successful

To carry out home visits for applicants on the Councils Housing Register to confirm all details are correct as provided on the application form to verify the application. To request and obtain all required original documentation for an application to verify the application and at the point of shortlisting or at the point of offer for social housing, completing visit reports and updating Locata and other systems. To prepare nomination information to social housing providers as requested

Where additional checks are necessary to request or take action to determine the correct banding or bedsize required or to disqualify the case in liaison with the Team Leader. In cases where an application can't be verified to update computer records and notify the applicant as directed

To monitor band A and B cases on the Housing Register and to assist in ongoing visits for all applicants so they are visited at least each year for verification purposes

To participate in managing incoming mail within the Council's IDOX system, undertaking indexing of correspondence, forwarding to relevant officers or inputting into relevant case records. To deal with routine email enquiries across the range of activities of the Unit

To deal with routine correspondence and telephone enquiries regarding Housing Register applications, Housing Options or Rental Support cases and associated schemes and to provide information for Councillor and MP enquiries as requested.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Insert title: Temporary
Accommodation Co-Ordinator
Team: Private Rented Sector
Temporary Accommodation
Team**

**Salary: Scale 6 - S01 £34,830-
£39.837**

Post no: Y00606

Hours: 36

Car allowance Frequent C3

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Good level of education to GCSE or equivalent	E	√

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Experience of dealing with the public both face to face and or dealing with telephone enquiries, delivering a customer orientated service.	E	√
3	Experience of effectively carrying out administrative duties.	E	√
4	Experience of debt collection or income recovery	D	

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
5	Well-developed verbal and written communication skills being able to write letters and reports	E	√

6	IT literate/ keyboard skills experience of being able to use a range of packages.	E	√
7	Flexible approach with ability to work on own initiative as well as part of a team responding to changing needs in service.	E	√
8	Must be numerate – basic arithmetic	E	√
9	Must be able to deal effectively with people who present with challenging behaviour	E	√
10	Must have good communication skills and the ability to explain issues in different ways to aid applicants	E	√
11	Understanding of Homelessness legislation and duties owed to the homeless	D	√
12	Need to be able to work on own initiative and also to be a team player	E	√

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
13	Must be able to work flexibly and commence work at 8.45am as necessary	E	√
14	Must have access to a vehicle for carrying out visits	E	√