

# Job summary

**Role title:** Housing Support Coordinator

**Department:** Housing Services

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## General Description

In this exciting and fast paced role, you will be working as part of a friendly and supportive team to engage and support homeless households. The purpose of this role is to assist vulnerable clients who may have complex needs, to coordinate and address support needs with the aim of enabling them to become 'tenant ready' so they can sustain a tenancy.

The role will involve working with internal departments and external statutory and non-statutory agencies to provide a holistic 'Team around the person' approach. You will work closely with the Homeless Prevention & Relief team to fulfil the steps set out in a client's personal housing plan. You will also work closely with the Accommodation Officer to facilitate supporting clients in temporary accommodation in and out of the borough.

## Responsibilities

### CASE WORK

1. To manage a caseload of household's threatened with homelessness or homeless involving but not exhaustive;
  - Assessing an applicant's housing and support needs to support them to fulfil their actions set out in their personal housing plan and enable them to secure and sustain a tenancy or other housing option.
  - Carrying out as risk assessment of each applicant within your case load. The role will involve lone working
  - Assisting and completing benefit & ID applications
  - Supporting clients to maximise income; working with internal and external colleagues such as debt advice agencies and our Money Support team
  - Making referrals to all types of housing options and maintaining a detailed spreadsheet of a range of housing providers and support agencies.
  - Making referrals to support agencies and accompanying the client to viewings and appointments
  - To work alongside their Housing case officer to fulfil tasks set out in their housing plan
  - Work alongside statutory and non-statutory agencies to ensure the client's support needs are met

- Represent and co-ordinate multi agency meetings & challenge other agencies where needed to ensure the best outcome for the client
  - Provide advice and support in all aspects of clients' lives
2. Manage clients' expectations and offer realistic options tailored for the household.
  3. Work alongside the Accommodation Officer to visit and provide support to clients placed in temporary and emergency accommodation.
  4. Facilitate and co-ordinate homeless hospital discharges such as collating documents and evidence, attending discharge planning meetings and supporting the client with reintegration into the community alongside the case officer and wider statutory agencies.
  5. Meet agreed targets of a set number of positive housing outcomes annually to prevent homelessness and to contribute to positive outcomes for the wider team.
  6. Liaise with internal departments e.g. Housing Register, Housing Benefit, Environmental Health, Money Support.
  7. Working with external agencies such as debt advice, Mental Health, Probation and Police, private landlord schemes, registered social landlords and other housing providers.
  8. Keeping accurate, up to date and detailed case notes on our internal systems (Locata)
  9. Handle client information respectfully, sensitively and always observe the need for confidentiality.
  10. Observe all requirements of safeguarding policies & procedures and making necessary referrals when required.
  11. Commitment to working within the bounds of the Data Protection Act and GDPR legislation.

### CONTRIBUTING TO SERVICE DELIVERY

12. To assist with the continual improvement of our housing service provision.
13. Contributing to the development of the information we provide to customers including Personal Housing Plans, advice leaflets, website content etc.
14. Identifying opportunities to work with new service providers.
15. Keeping up to date on knowledge of housing legislation, best practice and case law.
16. Managing projects when required.
17. To represent the Council at internal & external meetings relevant to the role, for example meetings with Social Services, and representing Housing at case conferences.
18. To undertake any other duties that may be allocated from time to time which are commensurate with the post holder's qualifications and experience.

### **Additional Information**

19. Car driver is essential with access to a car for business.
20. The successful applicant will have the following relevant experience and knowledge
  - Experience of working with vulnerable & complex people

- Experience of working in Housing environment directly supporting tenants
- Excellent written and verbal communication skills
- A full UK driving licence.

# Person specification

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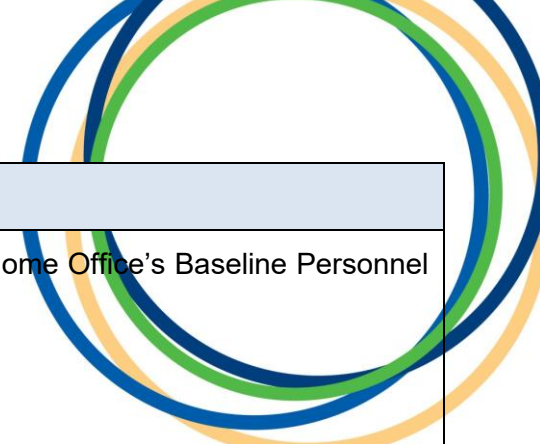
Selection and Interview Criteria	Criteria importance E = Essential P = Preferred
<b>Qualifications</b>	
Educated to minimum GCSE level or equivalent	E
Qualification from Chartered Institute of Housing or equivalent	P
<b>Experience and achievements</b>	
Experience of working with vulnerable and/or complex clients	E
Comprehensive knowledge of Housing Acts 1985, 1996 Part VI and VII, Homeless Reduction Act 2017, tenancy rights, and the benefits system.	P
Experience of working in a local authority housing department, for a Registered Social Landlord or in another housing related role, in a capacity which involves providing direct services to the public	E
Experience of working with clients in a sensitive, empathetic and compassionate manner.	E
Experience of working in a busy, front-line client focussed team	E
Experience of liaising with statutory, non-statutory and voluntary agencies.	E
Experience of dealing with vulnerable and/or demanding clients.	E
<b>Role required competencies and behaviours</b>	
Excellent communication (oral and written) and negotiation skills	E
Ability to work effectively with clients who may be chaotic, demanding, vulnerable or do not wish to engage	E
Commitment to excellent standards of customer care	E
Excellent team player	E
Resilient with the ability to work calmly and effectively under pressure and deal with unforeseen demands	E
Excellent IT skills,	E
Knowledge of Locata or an equivalent Housing IT Program	P
Willingness to undertake further training and expand knowledge	E
Compassion and empathy	E
Champion equality, diversity and inclusion in every aspect of the role.	E

<b>Corporately required personal qualities and behaviours</b>	
Innovative	E
Supportive	E
Flexible	E
Positive	E

# Summary of employment package

<b>Place of work</b>	<p>The role will be primarily based at <b>Town Hall, Reigate</b>.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
<b>Salary</b>	<p>Graded <b>Technical Specialist 3</b>, the salary will be in the region of <b>£29,733 - £34,671</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
<b>Duration of contract</b>	<p>The contract will be offered on a permanent basis.</p>
<b>Probationary period</b>	<p>Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.</p>
<b>Hours of work</b>	<p>Hours of work are nominally 36 per week.</p>
<b>Employment Benefits</b>	
<b>Flexible working</b>	<p>Dependent on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs.</p> <p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

<p><b>Pension</b></p>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<p><b>Training and development</b></p>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<p><b>Professional subscriptions</b></p>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, subject to manager approval.</p>
<p><b>Car parking / Travel loan scheme / Cycle Purchase Scheme</b></p>	<p>With hybrid working practices now in place for roles traditionally based at the Town Hall, we are able to offer access to parking. For now, everyone who works on site at the Town Hall can use a parking space for that day.</p> <p>We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets, or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).</p>
<p><b>Employee discounts</b></p>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>



### Other Conditions

<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"><li>• at least two satisfactory references</li><li>• eligibility to work within the UK, and proof of your identity</li><li>• evidence of relevant qualifications</li><li>• basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)</li></ul>
<b>DBS clearance</b>	<p>Employment with the Council will also be subject to receipt of basic Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.</p>
<b>Paid work with another employer</b>	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
<b>Disclaimer</b>	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate &amp; Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p> <p>Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.</p>

# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People

