

Job Description

Job Title: Resettlement and Support Officer	Service Area: Housing Needs / Temporary Accommodation Service	
Directorate: Inclusive Economy & Housing	Post Number:	Evaluation Number: JE 6670
Grade: SO2	Date last updated: May 2023	

PEOPLE AT THE HEART OF EVERYTHING WE DO

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

CORPORATE parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To carry out specified duties within the Demand and Engagement Service team in accordance with the Council's policies, priorities, procedures and relevant legislation.

To engage with homeless households accommodated in all forms of temporary accommodation connecting them to support and assistance provided by local Voluntary, Community and Faith organisations, schools, Children's Centres, Health and Adult Social Care partners as well as working to resettle them into suitable accommodation which either meets the Council's ongoing statutory homelessness duty or alternatively ends the main homelessness duty with a private rented sector offer.

Job Context

1. Line managed by the Team Leader (Resettlement)
2. The post holder is responsible for monitoring their own performance against agreed performance plans as laid out in appraisals and during one to ones.
3. The post holder may from time to time be required to provide a chronological analysis of casework to support the Demand and Engagement Manager or the Senior Practitioner (Demand) when providing written responses to enquiries received from senior management, councillors and the Mayor's office.
4. The post holder holds no budget responsibilities.
5. The post holder may be required to work outside of normal office hours, including some weekends and evenings, to meet service requirements.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall under the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time:

To undertake all responsibilities listed below:

1. To provide a first class customer focused service that meets or exceeds customer expectation and maintain excellent relationships with key stakeholders and partners for the purposes of managing the efficient and effective discharge of the Council's homelessness duty and maintaining the overall good welfare of residents in temporary accommodation.
2. To develop and maintain a working knowledge of all relevant legislation within the Housing field, including but not restricted to the Housing Act 1996 (as amended) and the Homelessness Reduction Act 2017.
3. To maximize the number of cases where the main homelessness duty is successfully discharged via an offer of suitable privately rented sector accommodation by assisting in the identification of suitable private rented accommodation
4. To arrange placements into suitable temporary accommodation ensuring alternative options are explored and exhausted including providing a move-on service for clients who are in unsuitable temporary accommodation.
5. To carry out suitability assessments as defined within the Homelessness Code of Guidance which incorporates the Homelessness (Suitability of Accommodation) Order 1996 and The Homelessness (Suitability of Accommodation) (England) Order 2012 where the accommodation is offered to the applicant by way of a private rented sector offer.
6. To effectively communicate complex information either face to face, by telephone, in writing, or electronically to senior managers, solicitors, and residents, including those whose first language may not be English.

7. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
8. To support and encourage residents to maximise their independent living skills (paying particular attention to vulnerability), giving advice and signposting to practical help with income maximisation, welfare benefits, budgeting, diet and health, as well as furnishings and removals.
9. To liaise closely with Adults Services, Public Health and support agencies to assess and support the needs of residents, obtaining and sharing information and making referrals as appropriate, including attending case reviews where necessary.
10. To support the Team Leader (Resettlement) in the provision of caseload analysis and statistical information as required.
11. To investigate and contribute to complaints responses within the Council's published timeframes and ensuring lessons learned inform the service where appropriate.
12. To effectively manage a caseload ensuring that cases are prioritised and dealt with in a timely manner to limit the time customers spend in temporary accommodation.
13. To take a casework approach to residents' enquiries, keeping and maintaining detailed written reports of developments in each case, according to established procedure.
14. To ensure that all files and records are updated using the appropriate corporate systems and to use information technology proficiently, for monitoring, record keeping, case management and statistical analysis purposes, and prepare reports as required.
15. As required by the Team Leader (Resettlement), to undertake home visits and attend outreach sessions and surgeries, including out of the borough, as appropriate.
16. To regularly review the individual needs of residents, with a view to sourcing and matching alternative housing, supporting residents to move on to more suitable accommodation where possible.
17. To undertake interviews and home visits outside normal office hours, and out of the borough as appropriate.
18. To work with minimum supervision to agreed service standards and ensure deadlines are met and cover colleagues as directed.

To undertake all behaviours listed below:

19. To be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service.

20. To be self-serving with respect to administration, case record keeping and other related duties and utilise IT systems to update and record information required according to guidance and established procedures.
21. To take the lead on your personal development by ensuring you meet with your manager for appraisals, one to ones, objective settings, personal development plans and working group meetings and take a full and active role in service development, including service reviews.
22. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
23. To carry out the duties of this post with due regard to the Council's Equal Opportunities Policy and to actively promote and uphold the Council's HEART values.
24. To take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
25. To take responsibility, appropriate to the post for promoting diversity including tackling racism and good race, ethnic & community relations.
26. To undertake any other duties appropriate to the purpose and grade of the job, at any office location within the borough, that may be required to maintain adequate service delivery. These may be varied from time to time to meet the needs of the service.

Personal Specification

Job Title: Resettlement and Support Officer	Service Area: Housing Needs Temporary Accommodation Service	
Directorate: Inclusive Economy and Housing	Post Number:	Evaluation Number:
Grade:	Date last updated:	

SO2	May 2023
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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA	METHOD OF ASSESSMENT A = Application T = Test I = Interview
KNOWLEDGE:	
Knowledge of Housing issues preferably in a Housing Needs environment.	A / I
Knowledge of the factors, influences and challenges facing local government relating to homelessness and temporary accommodation.	A / I
Understanding of sensitivities in dealing with a vulnerable client group in a Housing Needs	A / I

environment whilst achieving positive outcomes. Knowledge of housing policy, housing management and social housing delivery. Knowledge of Northgate Housing system and/or other Housing databases. Good level of knowledge and experience of housing performance indicators and performance measurement systems, reporting and record keeping. An understanding of the roles and relationships between the Council and its partners and elected members.	A / I A / I A / I A / I
EXPERIENCE: Experience of operating in a busy, demanding, complex and political environment. Experience of contributing to complex reports used for a wide variety of audiences. Experience of working with housing services and providers in a client/partnering environment. Experience of working with vulnerable households or individuals. Experience of resolving sensitive issues using tact and calm to mediate and resolve problems. Experience of working in an environment providing services to people who are homeless or threatened with homelessness Experience of carrying out a range of Applications, administrative tasks efficiently and effectively.	A / I A / I A / I A / I A / I A / I A / I
SKILLS AND ABILITIES:	A / I

Excellent Customer service skills used in a challenging and pressured environment. Good negotiation and influencing skills. Excellent level of numerical, verbal and communication skills sufficient to enable post holder to undertake duties of the post. Ability to prioritise workload, organise and expedite work, including meeting deadlines with minimum supervision. Good IT skills in a range of systems. Ability to respond calmly in challenging situations to address and resolve issues. An ability to work using own initiative, manage and respond quickly to change in circumstances and respond calmly and logically in emergency situations. Ability to work flexibly as part of a team.	A / I A / I / T A / I A / I A / I A / I A / I
PERSONAL STYLE AND BEHAVIOUR <u>Takes Ownership</u>: Proactive in seizing opportunities - regularly reviews and takes responsibility for their own actions whilst ensuring the best quality of service, acting upon feedback to improve both quality and delivery. <u>Works Collaboratively</u>: Quickly establishes effective working relationships - gaining and retaining the confidence and respect of colleagues, service users, partners and other contacts. <u>Communicates Effectively</u>: Excellent communication skills both verbally and in writing, including the ability to produce detailed letters and reports. <u>Focuses on People</u>: Excellent interpersonal skills including active listening, advocacy and diplomacy when dealing with all stakeholders and people at all levels. <u>Respects and understands individual's needs</u>: Able to work effectively and even-handedly with	A / I A / I A / I / T A / I A / I

people from diverse backgrounds and circumstances, ensuring there are practices in place to reflect this. <u>Focuses on Results:</u> Able to monitor own performance against agreed departmental performance indicators. <u>Calmness under pressure:</u> Propensity to think ahead and able to thrive in a challenging and pressurised environment, with competing service demands and tight deadlines.	A / I A / I
OTHER SPECIAL REQUIREMENTS: Willing to work outside normal working hours to respond to emergencies or attend meetings as required. Demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures. To comply with the Council's Health & Safety policies.	A A A