

JOB DESCRIPTION

POST TITLE	Older Persons' Housing Liaison Officer (Secondment)
DIRECTORATE	Planning & Regeneration, Regulatory and Housing Services
POST REFERENCE	
GRADE	Scale 6
RESPONSIBLE TO	Housing Options Team Leader
RESPONSIBLE FOR	<p>Informing those affected by the Review of Older Persons Housing about their options for accessing suitable alternative accommodation.</p> <p>Working with the Home Support Team to ensure that those affected by the review of Older Persons Housing are given support and assistance so that distress or inconvenience is kept to a minimum.</p> <p>Managing claims made to the Council under the Land Compensation Act 1973 (as amended by the Planning and Compensation Act 1991) by those affected by the Review of Older Persons Housing.</p>
DATE WRITTEN	18 June 2010

1. JOB PURPOSE

To provide a dedicated housing advice service to Older People affected by the Review of Older Persons Housing.

2. KEY TASKS: FUNCTIONAL

- Work with the Older Persons' Housing and Support Strategy Project Group to define allocation procedures and produce local lettings plans.
- Where required inform those affected by the Review of Older Persons Housing about their options for accessing suitable alternative accommodation.

- Work with the Home Support Team to ensure that those affected by the review of Older Persons Housing are given support and assistance so that distress and inconvenience is kept to a minimum.
- Ensure all Older People affected by the review are signposted to an independent Advocacy Service that can offer advice and act on their behalf where required.
- Process claims made to the Council by Older People under the Land Compensation Act 1973 (as amended by the Planning and Compensation Act 1991) to ensure that those affected by the review are adequately compensated and that the Local Authority remains compliant with its Statutory Duties.
- Ensure that customer expectations are realistic and that all relevant alternative housing options are discussed.
- Identify any applicants who may have special needs, require specialist accommodation, or have exceptional medical or social needs and work with other relevant agencies to ensure that they are given appropriate assistance and support.
- Prepare accurate case files providing sufficient information for the Council to meet its statutory duties.
- Be aware of departmental performance indicators and work within guidelines to ensure that the Council meets all BVPI and other relevant performance targets.
- Deliver customer service standards based on the Housing Service 'Code of Conduct for Customer Care'.
- To attend resident groups and scheme meetings as required.

KEY TASKS: ALL STAFF

- To ensure efficiency, effectiveness and equality in service delivery.
- Carry out the duties of the post in accordance with all policies, procedures, standing orders and financial regulations as may be determined by Redditch Borough Council, whether in respect of the Council as a whole, the Housing and Asset Management Directorate or in respect of the Housing Options Service.
- Treat all staff, users of the service, partner agencies and the general public with respect, ensuring that the service is delivered in a fair and non-discriminatory way that offers equality of opportunity, the respect of diversity and freedom from harassment, bullying or other adverse treatments.

- To exercise proper integrity in respect of confidential matters and personal information obtained during the execution of the duties of this post.
- To undertake such other reasonable duties as may be requested.
- To reflect the Council's core values and objectives in undertaking the duties of this post.
- To understand and comply with the legal requirements of the Health and Safety at Work Act (1974), and any other relevant regulations as detailed in the Council's general and departmental Safety Policy Statement.
- To carry out duties and responsibilities required under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

SPECIAL REQUIREMENTS OF THE POST

The job of the Older Persons Housing Liaison Officer requires extensive daily travel throughout the Borough of Redditch to properties and offices. The post can only be adequately carried out through the use of a motor vehicle. The post holder is therefore required to have a current valid driving licence and the use of a vehicle.

PERSON SPECIFICATION

This list will be used to assess all candidates, to decide who will be short listed and, after interview, who will be offered the job. It is important that you take this into account when you are writing your application form, and if possible structure your application around the headings below.

If you want any further information on what is meant by any of the requirements, please contact Elise Hopkins on (01527) 64252 ext. 3510 or Sharon Powell (01527) 64252 ext. 4004

If you have any questions about the selection and scoring processes contact Human Resources on (01527) 64252

If you have a disability but feel that you could meet the requirements of the job with reasonable adjustment please indicate this in your application.

JOB TITLE	Older Persons Housing Liaison Officer
DIRECTORATE	Planning & Regeneration, Regulatory and Housing Services / Housing Options Team
REF NO	

Area	What candidates will need to prove	How this will be assessed
<p><u>Knowledge & Experience</u> <i>The level and areas needed to be able to do the job</i></p>	<ul style="list-style-type: none"> • Minimum of 1 years experience of working in a housing role where Knowledge of homelessness and relevant legislation is key. <p>OR</p> <ul style="list-style-type: none"> • Minimum of 1 years experience of working in a housing or tenancy management role. Ability to work and relate to customers • Working knowledge of housing and homelessness advice and relevant legislation 	Application form/interview

<p><u>Qualifications</u></p>	<ul style="list-style-type: none"> • Mathematics and English Language qualifications to GCSE Grade C or above (or equivalent) • Knowledge of welfare and benefits issues. • Understanding of works of other agencies. 	<p>Application form/interview</p>
<p><u>Skills & Abilities</u> <i>The skills which are critical to success in this role</i></p>	<ul style="list-style-type: none"> • Effective written and oral communication skills • Ability to follow and implement policies and procedures • Proven ICT skills, including Microsoft Word, Excel, internet and use of e-mail. • Ability to empathise with people from specific background. • Ability to exercise personal initiative and independent action in the delivery of the Housing Service • Ability to be an active team player, to also understand the commitment to the benefits and responsibilities of working within a team and to contribute to the success of a team delivering a front line Housing Service. • Proven problem solving and risk management skills. • Ability to remain calm within emergencies and stressful situations. • Ability to prioritise workloads and meet deadlines and targets. 	<p>Interview</p>
<p>COMPETENCIES</p>	<p>Behaviour</p>	
<p>Community / Customer Focus <i>A commitment to service improvement which is viewed from the perspective of those receiving that service, and the ability to focus on the needs of the organisation</i></p>	<ul style="list-style-type: none"> • Demonstrates understanding of the service provided as it affects customers, and modifies behaviour to improve customer service • Sensitive to the impact of actions in terms of values and feelings • Attends to detail and responds to what is present 	<p>Interview</p>

<p>Initiative <i>Pro-actively seeking opportunities: identifying problems, obstacles or opportunities and taking action</i></p>	<ul style="list-style-type: none"> • Values and accepts support but can also act on own initiative i.e. can be self reliant when needed • Respects established methods but remains open to new ideas and can accept change • Actively seeks and implements changes and improvements to current practice • Acts imaginatively, demonstrating the ability to see beyond what is present 	<p>Interview</p>
<p>Integrity <i>Taking action that is consistent with what you say: communicating intentions openly and directly; welcoming openness and honesty, demonstrating personal integrity in all you do</i></p>	<ul style="list-style-type: none"> • Recognises and confronts problems, adjusting easily to testing situations • Professional and courteous manners when dealing with elected members, Officers, customers and statutory agencies. 	<p>Interview</p>
<p>Accountability <i>Taking responsibility for actions within the remit of your job. Understanding and promoting the needs, priorities and goals of the organisation; putting an organisational need before your own preferences, contributing to building the “big picture” for Redditch</i></p>	<ul style="list-style-type: none"> • Plans and organises work efficiently and values order • Works in a conscientious and dependable way within organisational policies and procedures • Flexible in planning and tolerant in less clear cut situations • Confident and not unduly self-critical, though still able to learn from mistakes 	<p>Interview</p>
<p>Partnership The ability to develop and</p>	<ul style="list-style-type: none"> • Always works closely as part of a team, consulting with others. • Able to trust other but remaining alert to potential grounds for concern 	<p>Interview</p>

<p>sustain productive partnership working relationships with key people inside and outside the organisation, recognising the impact of external factors</p>	<p>or even suspicion.</p>	
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These requirements are subject to reasonable adjustments where applicants fall within the Disability Discrimination Act, and declare this in their application

JOB LOCATION

The post holder will be based at the Town Hall, but will be required to work and travel throughout the Borough of Redditch.

HOURS OF WORK

This is a full time post based on a standard working week of 37 hours, normally worked between 9.00am and 5.30pm. Flexible hours may be worked in this post, in accordance with current policy. Post Holder would also be expected to cover services outside of core hours on a rota basis with other members of the Housing Options Team.