

Job Description

1. Job Title	Temporary Accommodation Officer
Department	Community
Service	Housing & Property
Team	Housing Needs
Date prepared/Revised by	January 2022
Post accountable to	Housing Options Team Leader
Post directly responsible for employees (number of workers)	Direct Supervision: 0 Indirect Supervision: 0
2. Main purpose	
Responsible for the day to day management of the Council's temporary accommodation for homeless households. Participates in an out of hours standby rota to respond to homelessness emergencies throughout the district, including incidents within temporary accommodation.	
3. Key Contacts	
<p>Internal: Members of staff at all levels within own and other Harrogate Borough Council departments.</p> <p>External: Representatives of both voluntary and statutory agencies involved in providing housing and homelessness services and those that provide services relating to education, health, benefits and substance misuse. Internal and external contractors that provide services to and on behalf of Harrogate Borough Council. Homeless households, residents within temporary accommodation and/or their visitors or representatives. Housing providers such as Registered Providers and private landlords. Duty officers from Wellbeing's Call Centre.</p>	
4. Main Accountabilities	
1.	To be responsible for the day to day management of temporary accommodation for homeless households.
2.	To participate in an out of hours standby rota responding to homelessness emergencies, including incidents within temporary accommodation.
5. Standard Accountability Statements	
<p>Health and Safety You are required to comply with the Council's Health and Safety Policy and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must co-operate with management in all respects for the full implementation of the Council's Health and Safety Policy. Your safety responsibilities are shown on the Safety Responsibility Statement (SRS) for your post.</p> <p>Equality and Diversity: The post holder must adhere to all policies and procedures relating to equality and diversity in the workplace and provision of services.</p> <p>Learning and Personal Development: The post holder has a personal responsibility for his or her own learning and development, and will maintain up to date records of achievement and attendance as required. The post holder must undertake the learning and training identified in the job skills matrix, and other relevant training that is identified and agreed with their manager.</p> <p>Data Security: Harrogate Borough Council staff must, at all times, maintain personal responsibility for the safe and secure movement of data within, into and out of the authority.</p> <p>Safeguarding Policy and Procedures The post holder will adhere to all the Council's Safeguarding Policy and Procedures</p>	

6. Job activities (for each accountability there should be no more than 4 or 5 activities) Main duties and responsibilities relating to accountabilities identified above	
1.0	Liases with the Senior Housing Options Officer/Housing Options Officers to identify suitable placements for homeless households across the full range of temporary accommodation available, often without advance notice, in order to comply with statutory duties and to minimise the use of Bed and Breakfast accommodation. Manages the Council's own temporary accommodation, void properties from vacation, clearance, gas and electrical safety checks, repairs and lettings, to ensure vacancy periods and income loss are minimised. Ensures that all relevant paperwork is completed at sign up, fully explaining the conditions of occupancy to the resident.
1.1	Liases with the Senior Housing Options Officer/Housing Options Officers to ensure the effective management of the full range of temporary accommodation available, including the coordination of risk assessments and housing related support plans for residents in temporary accommodation. Ensures completion of all relevant paperwork in accordance with the Supporting People contract.
1.2	Ensures the effective administration of all records relating to charge payments for residents in temporary accommodation, including monitoring of both current and former arrears cases, liaising with residents in respect of arrears and making arrangements for repayment, giving welfare benefit advice and referring to relevant debt advice counselling services. Makes recommendations for possession action to the Housing Options Team Leader where appropriate, assisting in the preparation of Court documentation.
1.3	Responsible for the collection of temporary accommodation charges from residents in the council's own temporary accommodation, the security of cash whilst on the premises and the safe transformation to the council's cash collection/bank in accordance with the council's Cash Control Code of Conduct. Responsible for the petty cash and float money kept on the premises in accordance with the Council's cash Control Code of Conduct.
1.4	Ensures breaches of licence within temporary accommodation are resolved promptly and satisfactorily in accordance with the council's approved policies and procedures, recommending Possession action to the Housing Options Team Leader where appropriate.
1.5	Responsible for the safety and security of the council's own temporary accommodation, ensuring compliance with the council's health & safety policies and procedures, liaising with relevant members of staff and/or representatives from both voluntary and statutory agencies where appropriate.
	Responsible for ensuring the maintenance and upkeep of the council's own temporary accommodation to a satisfactory standard, including council owned fixtures and fittings. Ensures all repair work is reported expeditiously, liaising with Property & Facilities Management staff and/or other staff and contractors where appropriate. Makes recommendations on expenditure over £500 to the Housing Options Team Leader. Carries out regular inspections to ensure that satisfactory standards are maintained.
1.6	Liases with staff from Property & Facilities Management to ensure that all communal areas within the council's own temporary accommodation are maintained to a satisfactory level of cleanliness and that vacant units are ready for letting without delay, thereby minimising void periods.
1.7	Assists the Housing Options Team Leader in monitoring the performance of the council's external temporary accommodation providers to ensure compliance with the contract, carrying out regular inspections of the accommodation provided, to ensure that satisfactory standards are maintained.
2.0	Participates in an out of hours standby rota responding to homelessness emergencies throughout the district and will be required to make decisions on the most appropriate course of action across a range of issues from emergency admissions, anti-social behaviour incidents and building management, without recourse to a senior officer.
2.1	Liases with the council's out of hours Emergency Team Service/Security Company/CCTV Control Room/Wellbeing Call Centre/North Yorkshire Police to ensure that any incidents of anti-social behaviour within temporary accommodation are dealt with as a matter of urgency and that nuisance and disruption for other households and members of the public is minimised.
2.2	Responds to referrals from the Council's Out of Hours Emergency Team Service, making an initial assessment of the Council's duty to homeless households, providing advice and assistance and where appropriate, carrying out emergency admissions to temporary accommodation.
2.3	May be required to attend the Council's Homeless Persons' Hostels to deal with building management issues, such as re-setting fire alarms or central heating boilers and/or determining whether a contractor is required to resolve a repairs and maintenance issue. May be required to liaise with North Yorkshire Fire and Rescue Service in relation to fire alarm call outs.