

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

<b>Directorate:</b>	Chief Executive
<b>Division:</b>	Housing
<b>Post No &amp; Job Title:</b>	H317 - Housing Options Officer (Private Sector)
<b>Grade:</b>	Grade TBC
<b>Responsible to:</b>	Housing Options Manager H10
<b>Responsible for:</b>	No direct responsibility for employees
<b>Main purpose of the job</b>	To work as part of the Housing Options team developing access to the private-rented sector for clients at risk of homelessness. To coordinate supported accommodation placements for housing options clients To work in partnership with supported accommodation providers to improve services to clients

### **Main Duties and Responsibilities:**

#### **Private Sector Liaison**

1. To work in a proactive and positive way to promote to clients the benefits of private rented accommodation in resolving their housing circumstances
2. To attend appointments or visit individuals to provide advice and assistance with regard to seeking private rented accommodation.
3. To liaise with and build relationships with landlords in order to assist clients to access their accommodation.
4. To assist in the accessing and administration of the Council's Deposit Guarantee Scheme and promote this amongst private landlords.
5. To coordinate customer access to the Landlord Liaison Officer service provided through the Rough Sleeping Initiative.
6. To give advice and assistance to clients going into private rented accommodation in sustaining their tenancy with their private landlord.
7. To assist the Housing Options Officers in the provision of the Personalised Action Plans that are provided to clients when they are homeless or threatened with homelessness.

8. To give advice and assistance to Landlords to ensure that their accommodation that they let to customers is compliant with the Housing Health and Safety Rating System.
9. To assist the Housing Options Manager in ensuring that the Council responds to any changes in legislation that may affect the Council with regards to the provision of private tenancies.
10. To actively manage a caseload of clients in private rented accommodation and provide advice and assistance as necessary to ensure that clients tenancies are sustained with private landlords.
11. .
12. To coordinate referrals for Broxtowe clients with the Landlord Liaison Service commissioned by the County Rough Sleeping Initiative.

### **Supported Accommodation**

13. To source and negotiate with new providers of supported accommodation to assist homeless clients find appropriate new accommodation offers
14. To liaise with existing providers over supported accommodation placements and liaise with new clients accordingly
15. To coordinate referrals to supported accommodation, ensuring that referrals appropriate and in accordance with local agreements
16. To complete supported accommodation referrals with customers

### **General**

17. To provide cover in the absence of the Temporary Accommodation Officer to ensure that there is a continuity of business cover in this service area
18. To triage cases received through clients 'ready to move' from supported accommodation, received through 'Duty to Refer' or through direct service access
19. To build and maintain positive relationships with customers, colleagues, partners and external agencies such as health professionals, support agencies, charities and volunteer groups.
20. To keep accurate records, ensuring all data held is compliant with data protection and GDPR guidelines
21. Produce reports and provide statistical data for analysis and performance management purposes.
22. To assist with the control and monitoring of the section's budgets.
23. To follow lone worker protocols including the correct use of the lone worker device. To follow start on site and end of day lone worker arrangements.

24. To undertake any other relevant duties within the scope and grade of the post\_as may be required by the Head of Housing.

### **Equality and Diversity**

25. To adhere to the council's equality and diversity policy including working within professional boundaries

26. To provide an excellent customer centred service.

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of Housing Options Officer (Private Sector) but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

	Name	Signature	Date
Job description written by:	Richard Smith		21/1/22
Job description authorised by:			
Additional notes for JE/HR. NEW JGRID HO318 .			

Date of issue: