

Housing Assistant Assessment

JE Code – JE2156

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| **We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Adult Services / Housing Solutions |
| **Reports to:** | Senior Officer |
| **Job Family** | Professional & Technical |
| **Grade:** | D |
| **Political restricted**  **Date:**  **JE Code:** | N  December 2021  JE2156 |

**Key Deliverables**

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| **1.** | To provide outstanding, customer-focussed and efficient service to customers, supporting them to achieve positive housing outcomes. Working with them to maintain their current home and preparing to move into a permanent accommodation. |
| **2.** | To be responsible for carrying out the full range of duties to support customers, including aiding them to understand their rights and responsibilities in their current accommodation, the condition and repair of the property and debt management. |
| **3.** | Referring customers to specialist agencies and information where necessary. |
| **4.** | Providing advice and information to customers so they understand their current housing position and their rights and responsibilities in their current accommodation this will include offering guidance on areas such as debt management, protection from eviction, meal preparation, etc. |
| **5.** | To work collaboratively with temporary accommodation colleagues and anti-social behaviour colleagues as well as internal colleagues in Housing, Adult and Children’s Services and external stakeholders including registered providers and private sector landlords. |
| **6.** | Consider applicants support needs and associated risks, escalating as required and making appropriate referrals, such as safeguarding and prevention assistance. |
| **7.** | Meeting customers within their own home or agreed other setting to provide practical support as agreed with the oversight of the Housing Solutions Officer. |
| **8.** | Maintaining thorough up to date case notes. |
| **9.** | Monitoring risks, understanding how and when to escalate these to line management and ensuring any new risk identified is reported and included in risk assessments and risk management plans. |
| **10** | Development of strong empathic professional relationships with customers, working with senior officer to manage complex situations. |

**Essential Requirements (key skills & qualifications)**

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| **1.** | Understanding of the legislative frameworks and statutory requirements relating to the Housing Solutions Service. |
| **2.** | Practical evidence of developing and maintaining good working relationships with a wide range of customers/stakeholders |
| **3.** | Ability to respond effectively to changeable or challenging situations, remaining clam and measured in approach to challenge. |
| **4.** | A sound understanding of current issues affecting social housing and private housing provision, and proactive, problem solving initiative to support a wide range of customer needs |
| **5.** | Good level written and oral communication skills. |



Job Family

Professional & Technical

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| **Colleagues Expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

**Job Family- Professional & Technical**

**Role Characteristics**

At this level roles solve varied problems and have a work horizon several weeks ahead. They are proactive in seeking solutions to unexpected issues and their experience allows them to work independently within the limits of their team responsibility.

**The knowledge and skills required**

Well versed in the complex technical procedures of their specialism, job holders will have undergone dedicated formal education/training in the development of their expertise. This level is also appropriate for those with graduate level qualifications conferring a theoretical understanding of their field, but without a great deal of specific experience.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, Planning and Communication**

Job holders will need to make judgements and creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon jobholders' technical expertise in their particular discipline. Job holders will deal with many day to day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

The terminology used within job holders' specialism can be a barrier to communication, so job holders will need to exercise their interpersonal skills to effectively exchange factual information with a range of audiences. Helping others understand issues and make choices will see job holders guide and advise them by determining needs and suggesting alternatives.

**Decision Making and Innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

**Areas of Responsibility**

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team but are likely to be either financial accountability at the level of regular cash handling or monitoring/spending from an agreed budget OR the careful use and maintenance of significant Council assets such as vehicles, equipment, information resources etc.

**Impacts and Demands**

At this level, tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions when the particular needs of their specialism requires them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other PT jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.