

Senior Officer

JE Code: JE2181



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| **Job Title** | Senior officer – RSI / CST |
| **Service** | Adult Services / Housing Solutions |
| **Reports to:** | Deputy team manager |
| **Job Family** | Professional and Technical (PT) |
| **Grade:** | G |

Key Deliverables

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| **1.** | Delivering homelessness services to people with extremely complex multi-faceted needs, this will include  working in partnership with Adult Social Care, Children’s Services, and other agencies such as health  colleagues and probation services. |
| **2.** | Managing own case load effectively ensuring excellent case management is delivered, including strong  negotiation and mediation, robust risk assessment and management and that homelessness is prevented or relieved through active interventions and pursuit of effective housing options. |
| **3.** | Develop and build strong and productive relationships with colleagues and partner agencies, including  Commissioning, Adult Social Care and Children’s Services and external providers. Facilitating collaborative working and flexible working practices to ensure customers receive a high-quality service. |
| **4.** | Ensure data and information is captured and stored appropriately, including maintaining a high standard of  case notes, ensuring own work and work of support workers is captured effectively. |
| **5.** | Ensuring delivery of robust decision-making process in accordance with relevant and up to date case law.  Ensuring decisions are made and communicated to the customer within required timescale. |
| **6.** | Ensuring that the allocation of all private sector units and temporary accommodation units are in  accordance with the Temporary Accommodation Policy and/or Part VII allocations. This must include multi- agency risk assessment and management. |
| **7.** | Ensuring open and honest communication with customers, working within agreed timescales. |
| **8.** | Consider applicants support needs and associated risks to make appropriate referrals, such as safeguarding,  tenancy sustainment, floating support, and prevention assistance. |
| **9.** | Effectively manage enquiries, complaints and correspondence from clients and their advocates; including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council’s complaints and enquiries procedure and prepare information as required to support court cases for which  the post-holder is responsible (including reviews and appeals, judicial reviews). |
| **10** | Ensuring customers application information is updated and maintained, preparing them through the review of their personal housing plan for move on from temporary accommodation. Remaining oversight of the  case and guiding the support workers in relevant support tasks. |

Essential Requirements

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| **1.** | Evidence of detailed understanding of the legislative frameworks and statutory requirements relating to the Housing Solutions Service and a high level of technical knowledge of relevant legislation. This will include a knowledge of the law relating to homelessness as covered by the 1996 Housing Act and the Homelessness Reduction Act 2017. |
| **2.** | Comprehensive knowledge of the Welfare Reform Act and housing allocations as covered by the Housing Act 1996 Part VI and Part VII, in addition to knowledge of allocating private sector units and temporary accommodation units. |

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| **3.** | A thorough understanding of current issues affecting social housing and private housing provision, and of full  range of housing options and homelessness prevention approaches. |
| **4.** | Practical evidence of developing and maintaining good working relationships with a wide range of  customers/stakeholders, developing a positive personal and organisational profile. |
| **5.** | High level written and oral communication skills. |

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Role Specification

Job Family – P&T

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| **Our Values** | **Our Expectations**  We all will…   * 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 |

# The level

At this level roles use their in-depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence-based, authoritative advice to colleagues and service users and manage teams and/or other resource assets.

# The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline such that job holders can fall back on the first principles of their specialism to make decisions and offer advice. This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focused experience such that the level of expertise confers a similar level of authority.

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.

# The type of thinking, planning, and communicating necessary

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgmental skills will be needed to interpret information correctly and determine optimum solutions. While job holders will have plenty of day-to-day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

# The freedom to make decisions and innovate

job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council, but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

# The areas of responsibility

With a diverse range of jobs being represented at this level of the PT family, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people - whether external service users or partners - and will be responsible for high-impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people OR enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have at least one other elevated level of responsibility for such elements as finance, information assets, equipment, or premises.

Internal roles are likely to have this pattern reversed, with the weightiest responsibility for highly valuable or significant financial and non-financial assets, but somewhat less accountability for the assessment of needs of individuals and groups.

jobs will generally have formal line management responsibility and will not only allocate and check work, but also be directly involved in assessment, recruitment, and other human resource related procedures. posts that do not have this level of managerial responsibility are likely to have compensatory levels of accountability in relation to the users of Council services, finance, or other major asset(s).

# The impacts and demands of the role

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 of jobs at this level in the PT family 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 need 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.