Job description

South Cambridgeshire District Council

Department: Affordable Homes	**Location:** Cambourne Business Park
Job title: Single Person Housing Advice and Accommodation Officer	**Post number:** 1240
Grade: 5	**SCP range:** 25 - 30
Responsible to: Shire Homes Lettings Manager	**Responsible for:** N/A
Health Considerations/ Risk/ Surveillance Required: VDU user/ lone worker (home visits, client meetings)	

Description of duties and responsibilities

Key result areas / overview

To provide housing management support to Homes of Multiple Occupation and other single person accommodation leased to Shire Homes Lettings and to provide support and assistance to individuals in need of single persons accommodation, with the aim of preventing homelessness.

To assist individuals in maintaining and sustaining their tenancy, including new tenancies, therefore preventing homelessness. To include referrals to external agencies in order that the individual's support needs can be met. To support those individuals in obtaining secure accommodation in the long term. Ensuring that Houses in Multiple Occupation continue to meet compliance with all current regulation, including the Housing Health and Safety Rating System.

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Key contacts / communication links

Internal

All Housing staff

Customer Service staff

Housing Benefit Staff

Council Members

External

Private landlords

Social Services and other support agencies

Other neighbouring authorities

Members of the public

Key responsibilities / specific duties

- To assist individuals in maintaining their tenancy, including new and current tenancies
- To prevent homelessness and provide assistance with individuals' support needs, including referrals to external agencies, to ensure tenancy sustainment
- To ensure that the properties, including HMO's meet compliance with all current legislation and regulation including the Housing Health and Safety Rating System.
- To ensure that rent payments are up to date, and the correct benefits are claimed, and returned within the timescales provided.
- Instigate court action for breach of tenancy agreements, should the need arise.
- To provide advice on housing rights and tenancy sustainment, as required.
- To carry out mid-term inspection visits, when required, at clients homes.
- To ensure that the HMO licensing scheme is applied correctly.
- To assist in the development and maintenance of good practice in all aspects of the private sector leasing scheme.
- Other administrative duties, including preparation of documents such as licences, tenancy agreements, inventories, claim forms, etc.
- Arranging maintenance, where necessary.
- To promote the private sector leasing scheme, where necessary.
- Offer practical support to help develop independent living skills

- To manage and advise tenants on issues arising from shared accommodation, including potential breaches of tenancy, anti-social behaviour and disputes
- To assist other members of the team in day-to-day administration task/visits
- To record and report safeguarding concerns in line with policy and procedures.

General to all job descriptions

To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.

To comply with / ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.

This post carries specific responsibilities for Health and Safety in particular the carrying out/updating of Risk Assessments.

South Cambridgeshire District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks that may be required of the post-holder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description Last Reviewed: 30/9/2021