

JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Relief Accommodation Officer	Post Ref:	
Section:	Homeless Services	Grade:	4
Responsible to:	Supervised Accommodation Officer		
Responsible for:			

JOB PURPOSE

On a shift rota basis to provide an overall support service, on a relief basis, to the residents of the Lily Walker Centre and Honeygreen Supervised Unit and assist in the provision of an efficient clerical and reception service.

PRINCIPAL WORKING CONTACTS

Temporary Accommodation Team Leader regarding supervision and provision of service delivery, including dealing with absence and staff cover.

Supervised Accommodation Officer regarding supervision and provision of service delivery.

Housing Options Officers regarding current clients and Temporary Accommodation Officer regarding admissions.

Area Housing/Registered Social Landlord staff regarding repairs and maintenance.

Appropriate outside agencies.

Homeless applicants as required.

MAIN DUTIES

Receive individuals and couples and allocate rooms at the same time explaining rules and conditions.

Collect charges due from homeless applicants in temporary accommodation, issue receipts, keep records of cash collected, payments due/in arrears, deposit cash at recognised offices.

Prepare flats to accommodate clients

Prepare communal bins for emptying on a weekly basis.

Ensure that flats are properly maintained by residents and report any difficulties to Supervised Accommodation Officer

Keep common areas clean and tidy, ie stairs, landings and bin areas.

Maintain a register of the clients admitted to accommodation both structured and in emergency situations.

Maintain a daily log book covering all aspects of the Unit in relation to clients, visitors, repairs, incidents, etc.

Maintain and update clients' case notes.

Maintain a daily register of all incoming mail for residents.

Issue warning letters to residents in breach of the occupation agreement.

Make referrals to Health and Homelessness, Social Work Access Team, Positive Steps and other agencies in order to access support for clients.

Complete Violent Incident reports so the Potentially Violent Persons Database/Risk Register can be updated.

Complete Accident and Trips/Slips and Falls forms.

Report repairs to appropriate contractors.

Undertake weekly checks of fire alarm system, fire appliances, emergency lighting systems.

Carry out weekly cleaning of stairs, landings and office areas. Additional cleaning as and when required.

Conduct planned and unplanned evacuations of the Unit in association with the Supervised Accommodation Officer

Maintain and check periodically the inventory of furnishings, bedding, crockery, kitchen utensils, etc, pertinent to each flat and report repairs where necessary.

Receive callers at the Reception area and provide advice and assistance to homeless applicants on a "first contact" basis regarding procedures to be followed, etc.

Ensure that immediately prior to a person vacating the accommodation the inventory is checked.

Where appropriate assist homeless applicants with the completion of forms, etc.

Assist with the maintenance of the furniture store and goods therein in a proper and tidy manner and ensure all necessary paperwork for the receipt/and/or issue of furniture is completed.

Provide general advice to all callers especially with regard to signposting to other relevant DCC Departments and external agencies

Be familiar with all appropriate and relevant homeless legislation.

Arrange interviews for homeless persons with lettings staff.

Monitor CCTV system inside and outside the Unit and deal with any unruly situations.

Deal with neighbour complaints regarding clients/visitors behaviour.

Report unruly visitors/residents to Tayside Police and provide copies on disc of incidents where required.

Undertake such other duties as may from time to time be required, or as the Executive Director of Neighbourhood Services may direct.

OTHER DUTIES

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the postholder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

PERSON SPECIFICATION

POST TITLE: Relief Accommodation Officer

DIVISION/DEPARTMENT SECTION: Homeless Services Unit

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	3 National 4s or equivalent including English and Maths or equivalent.	SVQ level 3 in Housing.	Application
RELEVANT WORK/OTHER EXPERIENCE	Experience of working with homeless clients or who require additional support.	Front line housing experience or equivalent front line service delivery experience.	Application/interview
PARTICULAR SKILLS/ABILITIES	Good communication skills, verbal and written. Ability to work alone. IT Skills.	Experience of advising and/or counselling clients on housing related and personal matters.	Application/interview
PERSONAL QUALITIES	Empathetic/ sympathetic	Non judgemental attitude.	Interview/references
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Able to work alone and unsupervised. Able to work shifts (including weekends and sleepovers). Able to work at short notice. Member of PVG Scheme or willingness to become a member of the PVG Scheme with satisfactory Scheme Record and/or Scheme Record Update	Flexible and adaptable. Prepared to work overtime as required.	Interview/references