



April 2024

1. JOB IDENTITY

Post Title	Senior Housing Officer	Service:	Infrastructure
Section:	Housing	Grade:	Support Leader K
Reports to:	Team Leader		

2. JOB PURPOSE

- Line manage and supervise staff involved in homelessness, allocations, temporary accommodation and support. Provide support and assistance to the team leader. Provide the main contact for clients to discuss their housing and support needs and to work alongside partners to prevent homelessness and sustain tenancies.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and Organisation.

3. CORE RESPONSIBILITIES / DUTIES

- Line manage and supervise staff involved in homelessness, allocations, support and temporary accommodation and provides guidance on day to day operational matters.
- Provide support and assistance to the Team Leader on a day to day basis as required.
- Responds to enquiries from members of the public and from internal and external partners providing a range of housing options and support advice.
- Assess and points applications for inclusion to the Council waiting lists and ensure allocations of housing of Council tenancies are made in accordance with council policies.
- Provides appropriate advice and assistance to applicants under the terms of homelessness legislation, including the provision of temporary accommodation where necessary.
- Provides advice and assistance to clients receiving Housing Support via the Options team or external providers.
- Manage conflict and come up with solutions which may involve interviewing clients to make informed decisions.
- Provide cover for other Senior Housing Officers across the Homeless and Options service.
- Contribute to the development of appropriate policies, strategies and procedures.
- Comply with SSSC Registration and Care Inspectorate requirements.

4. QUALIFICATIONS AND TRAINING

- Essential:**
- HND Qualification in Housing or equivalent i.e. CIH or SVQ in appropriate field or equivalent working experience.
 - Willingness to achieve SVQ in Social Services and Healthcare at SCQF Level 7 within 5 years of commencing employment.
 - Registered with SSSC or achieve registration within 3 months if in support role.
- Desirable:**
- Post graduate Diploma in relevant field
 - Supervisory Qualification

6. EXPERIENCE

- Essential:**
- Proven track record of relevant working experience in Social Housing including Homelessness and Allocations.
 - Experience of providing good customer care and team working.
 - Experience of supervising and managing staff
 - Experience of managing workload and dealing with conflicting priorities
 - Experience of working with customers with multiple complex needs

7. KNOWLEDGE AND SKILLS

- Essential:**
- Good communication skills both verbal and written
 - Good interpersonal skills
 - Sound Knowledge of relevant housing legislation
 - Able to provide and accept support
 - Conflict resolution skills
 - Ability to Travel

8. ADDITIONAL REQUIREMENTS

Driving Compliance	Not Applicable to this post
Politically Restricted	Not applicable for this post