| JOB OUTLINE | |
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| **JOB TITLE: Community Housing Officer** | **JET CODE: 6569** |
| **DIVISION: Housing** | |
| **SERVICE/BUSINESS UNIT: Community Housing & Homelessness** | |
| **REPORTING TO: Team Leader - Community Housing** | |
| **RESPONSIBLE FOR: None** | |

**JOB PURPOSE**:

As part of the wider Community Housing Service, to provide front line housing management services and housing advice to tenants, tenant/resident groups or their representatives.

**MAIN DUTIES**:

Responsible for the allocation process for vacant properties, including the management of housing lists, selection of successful applicants, notification of offer, viewing arrangements and signing up process in accordance with the allocations policy.

Effectively manage a designated geographic area of responsibility and make informed recommendations to the Community Housing Manager regarding the appropriate action on cases utilising appropriate legislation, local knowledge and experience.

Ensure that all tenants adhere to their tenancy agreement and take appropriate action in cases where a breach of tenancy has occurred.

Assess and process applications for medical awards following the Health & Housing process.

Work closely with tenants, applicants and colleagues in other Council departments on complex cases with a view to obtaining appropriate housing priority.

Provide a good quality information and advice service to tenants and applicants seeking housing and raise awareness of alternative options including mutual exchanges, as appropriate.

Identify vulnerable tenants/families experiencing difficulties managing their tenancy and refer for tenancy support where required. To liaise with the Tenancy Support Officer and Community Housing Manager in cases where more significant support is required.

Manage tenant, applicant and customer information in a sensitive and confidential manner and in accordance with the relevant legislation, e.g. Data Protection, Freedom of Information.

Investigate and process applications for transfers of tenancies, sub-lets, assignations and successions in accordance with procedures.

Attend and assist with Evictions and Forced Entries in accordance with procedures including serving associated legal notices, as required.

Investigate and be responsible for the Abandoned Tenancy procedure, including assessing the value of goods left in property.

Implement the Council's void policy to ensure void turnaround targets are met liaising closely with Property Maintenance colleagues.

Investigate and take the appropriate action in relation to Anti-Social Behaviour in accordance with the Council's Anti-Social Behaviour Policy and associated procedures, including liaison with Anti-Social Behaviour Team, Police and referrals to other support agencies.

Take a lead role in the planning and delivery of estate inspections, working jointly with relevant departments & tenants/residents groups to identify works required. To co- ordinate the appropriate follow-up and ensure this work is carried out to the benefit of the area and its residents within an agreed timescale. Communicate outcomes to all concerned.

Identify, formulate and submit innovative proposals for Local Initiatives projects in conjunction with the local housing partnership. To work in partnership with Tenants & Residents groups, community volunteers and others in the development and preparation of Local Initiative applications.

Contribute to the development of local lettings plans to address specific issues (e.g. anti-social behaviour, high turnover) and promote sustainable communities.

Attend meetings of Tenant / Resident groups, to provide support and assistance to such groups (this may include evening meetings). To promote and facilitate the development of such groups within your designated area of responsibility in conjunction with the East Lothian Tenants and Residents Panel (ELTRP) Development staff.

Participate and contribute to the development and review of policies and procedures.

Represent the Council as required in court, at meetings with stakeholders and other agencies, providing professional expertise to contribute to the discussion and decision making process, e.g. Child Protection Case Conferences.

Assist the Community Housing Manager to deliver to delegated performance targets, in accordance with the Performance Management Framework.

Check and verify plans for Right to Buy applications, responding to enquiries from Estates colleagues on behalf of the Community Housing Service. Take part in the decision making process to buy additional land and to deal with land disputes between different tenures.

Liaise closely with and have an active input in working with other professionals in developing and delivering services.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

**ESSENTIAL REQUIREMENTS FOR THIS ROLE**

**Qualifications/Experience**:

Educated to HNC in Housing or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

**Disclosure Scotland:**

This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

**Scottish Social Services Council:**

None.

| PERSON SPECIFICATION | | |
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| **Attributes** | **Essential** | **Desirable** |
| Education, Registration & Training | Educated to HNC in Housing or equivalent **and/or** able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.<br><br>As you are required to travel to manage a workload, you must hold a current driving licence **and/or** have access to a vehicle.<br><br>This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**. | Level 4 Diploma<br><br>HomePoint accreditation Level 2<br><br>Degree or equivalent |
| Previous Experience (Paid & Voluntary Work) | | Substantial housing / tenancy management experience within a social housing environment. |
| Knowledge/ Skills /Competencies | Knowledge of housing legislation.<br><br>Effective verbal and written communication skills<br><br>Effective organisational and time management skills.<br><br>A skilled user of Microsoft Office Suite | Understanding of welfare benefits. |
| Personal Qualities | Ability to deal effectively with challenging individuals and situations.<br><br>Ability to work on own initiative and flexibly as part of a team.<br><br>Ability to deal with conflicting priorities and demands.<br><br>Ability to work under pressure and to | Ability to recognise potentially vulnerable tenants. |

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| | deadlines.<br><br>Ability to negotiate and solve problems.<br><br>Ability to develop effective relationships with stakeholders.<br><br>Attention to detail.<br><br>Ability to plan and manage own workload.<br><br>Ability to maintain confidentiality relating sensitive or personal matters.<br><br>Ability to develop effective relationships with stakeholders.<br><br>Ability to deal sensitively with individual clients, including the need to maintain confidentiality.<br><br>Ability to maintain confidentiality relating sensitive or personal matters.<br><br>Ability to work to a high degree of accuracy, paying close attention to detail.<br><br>Ability to work with and explain detailed legislative information.<br><br>Research and evaluation skills.<br><br>Ability to analyse and interpret data.<br><br>Ability to develop and manage a range of complex and competing projects.<br><br>Ability to be creative. | |
| Council Behaviours | We are Person Centred<br><br>We Initiate and Embrace Change<br><br>We Strive to be the Best we can be<br><br>We make things Happen<br><br>We work Together | |