JOB DESCRIPTION - NEIGHBOURHOOD SERVICES

IDENTIFICATION

Post Title:	Accommodation Officer	Post Ref:	
Section:	Housing Options Service	Grade:	4
Responsible to:	Supervised Accommodation Officer		
Responsible for:			

JOB PURPOSE

The post holder will assist in providing a comprehensive accommodation management and support service across both units, ensuring the safety, wellbeing, and support of residents while contributing to the effective day-to-day operation of the services.

Maintaining service delivery across the accommodation units and supporting vulnerable individuals in temporary accommodation.

PRINCIPAL WORKING CONTACTS

Supervised Accommodation Officer

Property Maintenance Officer

Appropriate outside agencies.

Homeless applicants as required.

MAIN DUTIES

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

Call Handling main reception area based at Lily Walker Centre.

Complete all relevant booking in paperwork, including Housing Benefit Applications.

Prepare flats to accommodate single persons and couples.

Prepare communal bins for emptying on a weekly basis.

Ensure that flats are properly maintained by residents and report any difficulties to Housing Options Officers, Temporary Accommodation Team Leader and Supervised Accommodation Officer.

Keep common areas clean and tidy, ie stairs, landings and bin areas and carry out all other daily duties.

Maintain a register of the clients admitted to accommodation.

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 and identify client support needs.

Complete Violent Incident reports so the Potentially Violent Persons Database/Risk Register can be updated and to assist with client discipline.

Complete Aggression and Violence forms to also assist with client discipline and possible Legal Action involving ASBT.

Complete Accident and Trips/Slips and Falls Forms.

Report repairs to appropriate contractors.

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

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.

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

Ensure when client belongings are left behind in the Lily Walker Centre after booking out an inventory is completed and goods stored if required as per procedures.

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

Evaluate homeless applicants' immediate temporary housing needs in accordance with set guidelines and where necessary place in temporary accommodation in consultation with Out of Hours Officers.

Be familiar with all appropriate and relevant homeless legislation.

Arrange interviews for homeless persons with other relevant staff, including making formal appointments on the IT system.

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 Police Scotland and provide copies on disc of incidents where required.

Undertake such other duties as may from time to time be required, or as the Head of Housing and Communities 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: Accommodation Officer

DIVISION/DEPARTMENT SECTION: Housing Options Service

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS	3 National 4s, or equivalent, including English and Maths	SVQ level 3Housing	Application
RELEVANT WORK/OTHER EXPERIENCE	Experience of working with homeless clients or clients requiring additional support Working knowledge of Microsoft packages including Office 365, Word, Excel Teams	Front line Housing experience or equivalent front-line service delivery experience	Application Interview
PARTICULAR SKILLS/ABILITIES	Good communication skills both written and verbal	Experience of advising and or counselling clients on housing related and personal matters	Application Interview
PERSONAL QUALITIES	Ability to deal with members of the public in difficult situations	Non-judgemental attitude	Interview References
ANY ADDITIONAL JOB RELATED REQUIREMENTS	Able to work alone and unsupervised Also able to effectively partner 2nd person on duty at LWC without any immediate supervision Reliable 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	Interview References