

Job Description

DIRECTORATE:	Operational & Partnership Services
DEPARTMENT:	Housing & Community Regeneration
POST:	Rehousing Officer
GRADE OF POST:	GR08
RESPONSIBLE TO:	Senior Re-housing Officer

JOB PURPOSE:

Supporting the management, co-ordination and updating of the Housing Register (CHR) dealing with all applications, ensuring the smooth operation of the allocations arrangements with partner RSL's and deal with all aspects of the provision of temporary accommodation.

PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:

- To ensure the proper assessment of housing applications under Part VI of the Housing Act 1996, for the Councils Common Housing Register, overseeing the administrative process and troubleshooting specific complex queries. Adhere to and be responsible for the monitoring of internal agreed timescales.
- To offer advice and assistance to applicants with regards to their housing applications and process in person, on the phone or in writing. Including unannounced visits, at a range of locations to verify information relating to their housing application and/or applicants' medical or social circumstances through liaison with the Applicants' medical advisors, Social Services (usually care managers) consultant psychiatrists and other professionals in health and social work.
- Supporting the management and administration of the whole Housing Registration system including re-registration and to be responsible for the weekly/monthly processes to ensure an effective running of the system, and ensure that the Housing Register team Provide excellent standards of customer service.
- To provide nominations to Registered Social Landlords as and when necessary, within agreed timescales.

- Liaising as required with RSLs and all other agencies, statutory, voluntary and third sector in order to ensure that move-on strategies and other referral arrangements are dealt with quickly, deadlines are met and applicants receive accurate and timely advice.
 - Assist the Senior Rehousing Officer with the monitoring of performance, reporting information and provision of information as may be required. Including data relating to nomination agreements and notification of vacancies from partner RSL's
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GENERAL DUTIES

Health and Safety

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

Equal Opportunities

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

Safeguarding

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

Review and Right to Vary

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

Person Specification
Rehousing Officer

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential.

Attributes	Requirements	Essential	Method of Evaluation/ Testing
Qualifications, Education & Training	<ul style="list-style-type: none"> • Educated to A level standard or similar. • A relevant professional qualification or working towards i.e. Member of CIH. 	Yes	Production of original Qualification Certificates and application form.
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of management and supervision of staff including driving forward change with positive outcomes. • Previous experience of dealing with a wide range of people who may present complex and challenging behaviour – face to face, telephone, and e-mail • Recent experience of working in a frontline housing role • Experience of working with housing allocations • Knowledge and understanding of housing legislation and Housing Register • Good working knowledge of the role and services offered by other internal and external agencies • Some knowledge, experience and understanding of people with mental or physical health problems, and knowledge of medical and social problems 	<p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.

	<ul style="list-style-type: none"> • Knowledge and experience of adult and children's safeguarding processes • Knowledge of confidentiality, Data Protection and Freedom of Information 	<p>Yes</p>	
<p>Skills & Personal Qualities</p>	<ul style="list-style-type: none"> • Ability to manage and prioritise own workload, and ability to work effectively as part of a team. • Ability to manage change and lead staff confidently and clearly. • Excellent verbal communication and presentation skills. • Ability to translate complex legislation and case law into simple written language. • Ability to produce concise and persuasive written reports on complex issues. • IT and keyboard skills - ability to use computer systems to input and extract data, produce letters, reports publications etc. • Well developed and wide ranging negotiating and problem solving skills. • Flexibility in domestic arrangements to participate in emergency out of hours rota. • Good analytical skills and ability to produce and interpret statistical information. • Ability to operate successfully in a multidisciplinary and multifunctional environment. • Keen interest in identifying and developing new and innovative housing solutions. • Ability to communicate through the medium of Welsh 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	

Bridgend County Borough Council

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