

# RUGBY BOROUGH COUNCIL

## JOB PROFILE

**Post No.****Post Title:** Housing Officer (Independent Living)**Unit/Team:** Housing Services**Grade:** Grade E**Service:** Communities & Homes**Reports to:** Lead Officer (Housing Management & Co-ordination)**Issue Date:** November 2023

### PURPOSE OF THE JOB

To provide all housing management functions of the Council as far as they affect Independent Living tenants to achieve the Council's housing objectives and the priorities of the Council.

To line manage the Independent Living Co-ordinators.

To contribute as a member of the wider team in creating a positive working environment.

To ensure the effective delivery of the Independent Living Service.

To ensure that customer care is maintained to the agreed standards according to the Council's purpose, aims and values.

To contribute to the delivery of a comprehensive Housing Services in accordance with the Council's policies and procedures.

Work on own initiative under the general direction of the Lead Officer.

### 1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Provide a housing management service for all Independent Living tenants of the Council's Independent Living properties.
- 1.2 Provide advice, assistance and information to tenants and the general public by way of office interviews, home visits, telephone calls, written correspondence and e-mail, efficiently and courteously with particular emphasis on customer care.

- 1.3 Liaise with the Lead Officer, Housing Services Team Leader and other Officers of Rugby Borough Council, to ensure appropriate guidance and information is provided in the delivery of Independent Living housing services and to identify and resolve any complaints or problems.
- 1.4 Supervise and support a team of Independent Living Coordinators in delivering the Independent Living Service to tenants.
- 1.5 Liaise with and support new tenants in the settling in period and visit within four weeks of their moving into the property to complete a Settling in Visit with the designated Independent Living Coordinator.
- 1.6 Work with internal departments and external organisations to ensure where possible tenancies are sustained through a multi-agency approach and individual support packages.
- 1.7 Refer tenants to the Income Officers for specialist advice on rent payments income maximisation and rent recovery.
- 1.8 Investigate and process all housing management requests such as transfers of tenancy and succession cases in accordance with current legislation.
- 1.9 Investigate, report and act upon possible breaches of tenancy conditions using all appropriate methods including legal action to remedy breaches.
- 1.10 Manage and investigate complaints of anti-social behaviour and neighbour disputes and take prompt and appropriate action against offenders in conjunction with other agencies such as the Police, Mental Health Services, Children and Adult Services. Ensure accurate records are maintained, collate witness statements and ensure we are working within current legislation.
- 1.11 Prepare a full evidence package in neighbour nuisance and anti-social behaviour cases for final review by the Lead Officer with a view to commencing legal action, working with the Lead Officer to conclusion of any legal action.
- 1.12 Working with the Community & Projects Team and Independent Living Coordinators to promote Tenant Involvement wherever possible, establishing and maintaining productive links and promoting equal opportunities within the service.
- 1.13 Subject to data protection procedures liaise with other agencies on issues of tenancy sustainment.
- 1.14 Organise case conferences and attendance of all relevant agencies in appropriate cases in an effort to achieve a positive outcome for tenants in sustaining their tenancy.
- 1.15 Ensure all work is recorded on the housing management systems and prepare cases notes and reports for senior officers as required.
- 1.16 Ensure all monitoring records are accurately maintained.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 Investigate reports of property neglect by carrying out an inspection of the property concerned and taking appropriate action which may include enforcement.
- 2.2 Participate in working groups to contribute to the development of the team, the service, and policies & procedures.
- 2.3 Play an active part in ensuring tenants are kept well informed of housing management, and maintenance and development activities affecting them. This may involve attendance at occasional evening meetings.
- 2.4 Attend at Court when necessary to give evidence on behalf of the Council.
- 2.5 When required provide reports for adult social care proceedings.
- 2.6 Participate in the formation of a personal development plan and in the development and improvement of the service.
- 2.7 Carry out established procedures in connection with fire alarms/bomb alerts and emergencies. Effectively respond to incidents of fire alarms being activated in accordance with Council policy and procedures.
- 2.8 Maintain awareness of legislation, circulars and other information relevant to the service to ensure we are acting within legislation.
- 2.9 Ensure any accident to staff, tenants or visitors is reported in accordance with the Council's existing health and safety procedures.
- 2.10 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.
- 2.11 Be aware of health and safety legislation and so far as is reasonably practical ensure compliance with the Health and Safety Act, the Council's Safety Policy and Departmental Safety Policy.

## **3. SUPERVISORY RESPONSIBILITIES**

Day to day supervision of Independent Living Coordinators

## **4. FINANCIAL RESPONSIBILITIES**

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

## **5. RESPONSIBILITY FOR ASSETS AND DATA**

All assets and data as required to perform the role

## **6. EXTENT OF PUBLIC CONTACT**

Tenants, residents and their visitors. Residents and Tenants Groups. The Police and Social Services. Voluntary and statutory agencies. General Practitioners, Health Visitors, Mental Health Resource Centre, Occupational Therapists. Housing Associations, other local authorities, solicitors and other professional organisations. CAB, ASB4, and Mediation Services. Contractors. Other departments within the Council. Senior Officers within Housing and Environmental Services and other departments. Councillors and the M.P.

## **7. WORKING CONDITIONS AND ENVIRONMENT**

Flexible working hours available subject to office cover provision.  
Office based, with occasional site visits that may be required.  
A full current driving licence and use of a vehicle is essential for this post.

## **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

**9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

<b>Signed as agreed:</b>	
Postholder	Date

## PERSON SPECIFICATION



### Post: Housing Officer (Independent Living)

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience of working in social housing or a related field	E	A, I
Understanding of the current housing issues and the local and national political and social framework within which local authority housing services operate.	E	A, I
Full or working towards full membership of the Chartered Institute of Housing or equivalent qualification.	D	D
Ability to monitor and supervise staff in delivering services to enable residents to remain living Independently.	E	A, I
Ability to effectively communicate with residents, staff and other organisations, both verbally and in writing.	E	A, I
A broad understanding of the welfare benefits system	E	A, I
Ability to work independently and as part of a team, prioritising own workload and meeting deadlines.	E	A, I
Ability to investigate issues and develop recommendations for action.	E	A, I
Ability to deal with pressurised situations in a controlled and effective manner.	E	A, I
Ability to maintain confidentiality and compliance to Human Rights and Data Protection legislation.	E	A, I
Ability to apply Health and Safety procedures	E	
Full current driving licence and use of a vehicle for work purposes.	E	A, D
A commitment to work within our CAN DO values	E	A, I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D