

Job Title: Downsizing/Rightsizing Officer	Role Profile Number: HG00012
Grade: M Salary:	Date Prepared: November 2017
Directorate/Group: Housing and Communities	Reporting to: Neighbourhood Housing Manager
Structure Chart attached:	

Job Purpose

To encourage, assist and support tenants who are under occupying their homes to downsize to smaller properties thus freeing up larger family accommodation to make best use of council owned stock. The aim of the role is to work intensively with tenants to facilitate downsizing.

Key Accountabilities

- Use available resources to identify properties that are being under-occupied. Liaise with IT officers to run reports to assist with identification.
- Promote the role to housing colleagues and encourage ongoing referrals. Promote to tenants using electronic and social media. Highlight vulnerable tenants who may not respond via electronic methods and make contact with them. The role will involve working with a wide range of voluntary and statutory agencies and promoting the service to them and encourage referrals.
- Accept referral and manage own caseload under supervision of the line manager
- Visit tenants in their homes as well as office appointments to complete forms / application form as required and explain the purpose of the role.
- Interview tenants to assess their eligibility to move in accordance with the allocations police.
- Complete discretionary banding applications where appropriate to do so
- Work with lettings to direct match applicants to suitable properties where appropriate.
- Review tenants finances prior to move to ensure funds are in place to cover costs. Use means available such as debt approval to facilitate moves and refer to partner agencies if need for more intensive debt management/ financial is required. Assist in completion of funding application such as DHP.
- Track progress of cases providing updates to tenants and colleagues as necessary. Ensure tenant is able to manage the logistics of the move and provide support and source support where appropriate. Encourage tenants to report any outstanding repairs at the beginning of the process to speed up the voids process.

- Be available to tenants throughout the whole process from housing application through to new tenant visit once moved.
- Liaise with NHO to put in place any control measure to help them manage their new tenancy.
- Make suggestions for improvements and work with the NHM to make best use of the role.

Supplementary Accountabilities

- To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- To promote equality and diversity best practice in all areas of work.
- Representing the Council's commitment to tenant participation through actively developing and sustaining links with representative groups
- Maintaining awareness of the Tenant Participation and, where required, assisting with the achievement of targets and commitments
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware
- You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
- Work within agreed confidentiality policies and protocols.
- At times you will be required to work evenings and/or Saturday mornings.
- You will need to have the flexibility and ability to change, as the role entails working in a rapidly changing environment. This could include working from home.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum:

- GCSE Grade A-C, or equivalent in English and Mathematics.
- Face to face experience in working with members of the public, including vulnerable people
- Ability to visit tenants in their home, throughout the Borough of Swindon
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role)
- Ability to use electronic media, IT programs and Housing software

Preferred:

- NVQ Level 3 or HNC in Housing or related field or studying for related qualification.
- Some experience of working for a social landlord or in a public service.
- Some understanding of benefits and welfare reforms
- Experience of dealing with vulnerable people

Qualifications

- GCSE Grade A-C, or equivalent in English and Maths

Decision Making

Recognise and advise tenants on allocation process.

Refer suitable applicants to Lettings Manager for Direct Matching service.

Draw up plan of support for those tenants that need assistance to move.

Refer vulnerable tenants to colleagues and partners.

Decisions made can have financial consequences/

Creativity and Innovation

- To embrace change and actively participate in service improvement for the benefit of the organisation and its users.
- Use available resources to encourage tenants to downsize which may include researching methods used by other housing providers. The think outside usual procedures to achieve success.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed None</p> <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>NO</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

Internal – Housing Officers, Tenant Representatives, Swindon Commercial Services, Environmental Services, Education, Crime and Disorder, Children and Social Services. Neighbourhood Wardens.

External – Tenants, Contractors, Probation Service, Emergency Services, Police, Debt and other advice agencies.

Produce standard letters but also create ad-hoc ones dealing with more complex cases. Make contact with tenants using electronic means. Complete forms for self and, where appropriate, on behalf of tenant.

Carry out interviews with tenants.

Lone working on a daily basis, meeting tenants at their own homes – use of ‘red flag’ procedure.

Daily contacts with applicants/tenants, which may involve dealing with situations of rudeness, abuse and threats.

Dealing with clients with mental health problems, drug and alcohol abuse and ex-offenders.

Writing letters, reports, e-mails to clients, MPs, Councillors, and other statutory agencies.

Liaison with Social Services, Health Services, Community Mental Health, Probation Service and other statutory and voluntary agencies

Health and Safety:

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- You will be visiting tenants in their homes throughout the Borough and you must have the ability to do so.

- You are expected to work with vulnerable tenants at times and due to the risk of aggression or abuse you are expected adhere to the lone working policy and risk assessments associated with these tasks.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	