

MORAY COUNCIL
JOB DESCRIPTION

APPENDIX I

(1) JOB IDENTITY

POST TITLE:	Housing Options	DEPARTMENT:	Environmental Services
SECTION:	Housing Options Advisor (HRA only)	LOCATION:	HQ Annexe, Elgin
REPORT TO:	Senior Housing Needs Officer		
GRADE:	5	POST NO:	

(2) JOB PURPOSE AND WAY OF WORKING

The Housing Options Officer (HRA only) will work with and support the Area Housing Teams and tenants to ensure that the Council makes best use of its housing stock. They will promote and manage the downsizing incentive scheme and seek to pro-actively match council tenants to generate an increased number of mutual exchanges per annum.

(3) MAJOR TASKS

- 3.1 To promote and manage the Council's downsizing incentive scheme ensuring that the annual target of 25 transfers is achieved. The target for transfers will be reviewed on an annual basis.
- 3.2 To ensure that records relating to the downsizing incentive scheme are accurately kept and be in a format that allows the service to audit the operation of the scheme.
- 3.3 To communicate effectively with tenants and maintain appropriate levels of contact at all stages where a tenant has applied for a downsizing transfer.
- 3.4 To help promote and match prospective social housing tenants for mutual exchanges and ensure that they are provided with appropriate advice and guideline at all stages of the process.

(4) REPORTING RELATIONSHIPS This job is indicated by *

HOUSING NEEDS (OPERATIONS MANAGER)



SENIOR HOUSING NEEDS OFFICER



HOUSING OPTIONS ADVISOR (HRA) *

SIGNATURES AND ADMINISTRATION ONLY

<i>Author's Signature:</i>	<i>Validator's Signature:</i>	<i>Date:</i>
<i>Postholder's Name:</i>	<i>Signature:</i>	<i>Date:</i>
<i>Supervisor's Name:</i>	<i>Signature:</i>	<i>Date:</i>

(5) DUTIES TYPICALLY INCLUDE:

(5) DUTIES TYPICALLY INCLUDE:

- 5.1 To promote and manage the Council's downsizing incentive scheme ensuring that the annual target of 25 transfers is achieved. This target will be reviewed on an annually.**
- 5.1.1 The post-holder should use various media (Facebook, letters, leaflets, twitter, the press, etc.) to promote the downsizing incentive scheme.
- 5.1.2 The post-holder should monitor the progress of all transfers ensuring that the annual target is achieved and/or the £70k annual budget is fully expended.
- 5.1.3 The post-holder should ensure that all applicants who wish to participate in the Scheme are eligible for consideration in line with the current policy.
- 5.1.4 The post-holder should oversee all housing applications for those applicants accepted onto the scheme and where necessary ensure they have the appropriate level of points where appropriate to facilitate a housing transfer.
- 5.1.5 The post-holder should ensure that all payments relating to the downsizing scheme are calculated as per the Policy and any housing related debt (i.e. rent arrears, property damages and/or recharges are deducted prior to submitting this to the Housing Services Manager for authorisation of payment.
- 5.2 To ensure that records relating to the downsizing incentive scheme are accurately kept and be in a format that allows the service to audit the operation of the scheme.**
- 5.2.1 The Post-holder will be required to maintain a separate waiting list of all applications that have been accepted onto the downsizing scheme.
- 5.2.2 The Post-holder must ensure that information is kept in a manner that is easy to understand and gives an accurate description of the service user, their circumstances and the status of their downsizing application.
- 5.2.3 The Post-holder will be required to maintain and submit comprehensive records relating to the downsizing scheme on a quarterly basis to the Housing Services Manager for audit purposes.
- 5.3 To communicate effectively with tenants and maintain appropriate levels of contact at all stages where a tenant has applied for a downsizing transfer.**
- 5.3.1 The Post-holder must develop an effective communication strategy to ensure that all tenants on the downsizing scheme are kept updated in terms of their housing application and its progress.
- 5.3.2 Contact will vary from individual tenants and this will be something that the Post-holder will need to consider.
- 5.4 To help promote and match prospective social housing tenants for mutual exchanges and ensure that they are provided with appropriate advice and guideline at all stages of the process.**
- 5.4.1 The post-holder will work with the Area Housing Teams, the Housing Needs Team and Housing Policy Team to promote and match prospective social housing tenants for mutual exchanges in line with current Policy.
- 5.4.2 They will interrogate various ICT systems (both internal and external) to find suitable matches and make contact with tenants to help increase their opportunity of an exchange.
- 5.4.3 They will ensure that all paperwork relating to mutual exchanges is maintained and recorded in accordance with existing procedures and protocol

The above is intended to provide a clear but concise statement of the present MAJOR TASKS and ACTIVITIES of the job. It is not an exhaustive list of all its detailed duties.

**MORAY COUNCIL
PERSON SPECIFICATION**

Post: Housing Options Officer (HRA)

Department: Environmental Services

Date Specification Completed: 29 October 2018

Note: Any disabled applicant who meets the essential criteria for the post is guaranteed an interview.

ATTRIBUTES	ESSENTIAL <i>The minimum acceptable levels for safe and effective job performance</i>	DESIRABLE <i>The attributes of the ideal candidate</i>
(1) Experience	<p>Experience of working with people with multiple needs.</p> <p>Experience of assessing people.</p> <p>Experience of multi-disciplinary working.</p>	<p>Experience of working with homeless vulnerable people particularly those with addictions or mental health problems.</p> <p>Experience of mediation work.</p>
(2) Education & qualifications*	Qualification in Health, Social Work, Housing or related field.	ECDL or equivalent.
(3) Skills/abilities (general)	<p>Ability to work on own initiative and as part of a team.</p> <p>Ability to organise, plan, and monitor workloads.</p> <p>Effective communication and writing skills.</p> <p>Strong customer care skills and focus.</p> <p>Self-confident and self-motivated.</p> <p>A good understanding of ICT and experience of using Microsoft office package.</p>	
(4) Skills/abilities specific to post*	<p>The ability to gain the confidence of people vulnerable to homelessness and ability to build up a good rapport with them.</p> <p>The ability to work in a multi-disciplinary manner.</p> <p>The ability to keep accurate records relating to involvement with service users.</p> <p>You will be expected to travel</p>	

ATTRIBUTES	ESSENTIAL <i>The minimum acceptable levels for safe and effective job performance</i>	DESIRABLE <i>The attributes of the ideal candidate</i>
	<p>efficiently and effectively between various work locations within Moray to meet the operational requirements of the Service. Due to the rural nature of Moray this is normally undertaken by use of a pool car/van.</p> <p>The ability to respond to conflicting and competing demands.</p>	
(5) Inter-personal & social skills	<p>Ability to relate to people with multiple needs.</p> <p>Ability to be non-judgmental.</p> <p>Appreciation, acceptance of and an understanding of confidentiality.</p> <p>Ability to show empathy and sensitivity towards others.</p> <p>Willingness to accept direction/delegation.</p>	
(6) Working environment & physical demands	<p>Home visits to clients in own tenancies may be required.</p> <p>Ability to work flexibly in open plan office to meet the needs and demands of the service.</p> <p>Ability to work in other offices depending on the needs of the service.</p>	

* Candidates will be required to show these documents if invited for interview.

Satisfactory Disclosure Scotland check required?	YES/NO
Membership of Protecting Vulnerable Groups Scheme (Working with Children)?	YES/NO
Membership of Protecting Vulnerable Groups Scheme (Working with Adults)?	YES/NO
Satisfactory pre-employment medical screening required?	YES/NO