Job Description and Particulars of Appointment

- Job Title: Supported Housing Officer
- Post Number: P28171
- Grade and SCP: Grade 7 SCP 12-17
- Directorate: Homes and Communities

Where your role fits at Shropshire Council

At Shropshire our priority is to be a 'best value' authority that delivers, enables, and influences for Shropshire and its residents by:

- Being financially stable and sustainable
- Having clear priorities and purpose
- Supporting and enabling our workforce to excel

Recognising the challenge across local government today. This starts with our Improvement Plan to address immediate challenges, while ensuring a focus on the future and how the Council will need to look, feel, and operate to best serve the needs of the county and its residents, and being aware of changes in national policy.

Our Shropshire values: PROUD

- Partnerships
- Respect
- Opportunities
- Understanding
- can Do

Aim to unify the workforce, support transformation, improve trust, and build a modern, sustainable Council.

As a member of the Strategic Housing Team within Homes and Communities, you will support the achievement of these key priorities, making a real difference to the lives of people in Shropshire.

The Strategic Housing Team is responsible for producing housing and housing related strategies and policies, undertaking housing needs research and a range of projects relating to the delivery of the strategic housing function.

Overview of your role

The postholder will deliver a proactive, person-centred Intensive Housing Management (IHM) service for adults living in specialist supported living accommodation. The role combines occupancy and licence management, rent and service charge administration, property oversight, compliance monitoring, void coordination and multi-agency working to help residents sustain safe and suitable accommodation.

The role is distinct from care and support provision. The postholder will focus on housing-related responsibilities while working closely with residents, families, deputies, appointees, attorneys, care providers, social care teams, commissioning teams, Housing Benefit, Council Tax, the Estates Team, landlords and other partners.

Who will your manager be and what will you be responsible for?

You will be:

- reporting to the Strategic Housing Commissioner who is in turn responsible for your health and safety, training and development.
- expected to lead and/or contribute to a range of projects and build relations with both internal and external partners in order achieve specified outcomes but will not have direct authority over those involved.
- Responsible for preparing responses in line with Shropshire Council's corporate processes and national/regulatory/statutory processes (e.g. complaints, MP enquiries, Information Governance requests, customer enquiries, media enquiries, HR staff investigations etc..). These responses should be in line with the quality and timescale expectations set out within Shropshire Council's published procedures and/or case allocation emails and discussions.
- Responsible for completing within expected timescales all mandatory corporate and role specific training. Training requirements will be detailed in your corporate induction and Performance Development Review (PDR). Courses are accessed via the council Learning Management System via the Intranet.

What will you be doing?

1. Occupancy and Licence Management
    - Act as a key housing management contact for residents in supported living accommodation and for relevant representatives and professionals.
    - Verify and maintain evidence of an individual's right to rent in the UK, where applicable.
    - Assess financial affordability.
    - Coordinate licence sign-ups, provide accessible occupancy information and ensure residents and representatives understand their housing rights and responsibilities.
    - Maintain accurate documentation and occupancy records.

- Respond to housing management queries.
- Take proportionate and timely action in relation to occupancy breaches, property misuse, anti-social behaviour or non-engagement and involving relevant partners where appropriate.
- Provide housing-related assistance to sustain occupancy where residents have vulnerabilities using appropriate communication methods.
- Escalate any identified safeguarding concerns appropriately.
- Liaise with the Council Tax Team and support residents to obtain appropriate discounts.

2. Multi-Disciplinary Housing Management
   - Work and communicate with residents, internal and external stakeholders to resolve housing management matters.
   - Comply with GDPR and information governance requirements.
   - Attend and contribute to multi-disciplinary meetings as required.
   - Maintain clear records of meeting outcomes, agreed actions, responsibilities and follow-up timeline.
   - Ensure that housing responsibilities are distinguished from the responsibilities of care and support providers.

3. Supported Housing Rent, Service Charges and Housing Benefit
   - Complete annual rent and service charge reviews for supported living accommodation.
   - Notify Housing Benefit of annual rent and service charge uplifts and respond to queries.
   - Raise accurate four-weekly invoices.
   - Obtain, review and retain evidence supporting rent and eligible service charge calculations.
   - Work with social work teams to establish capacity for property and finance.
   - Liaise with residents, representatives, landlords, providers, Housing Benefit and internal teams to explain revised charges and respond to queries.
   - Monitor Housing Benefit payments and reconcile accounts.
   - Review justification of eligible service charges and seek further evidence or challenge where required.
   - Maintain an appropriate understanding of supported housing arrangements in line with legislation.

4. Voids Management
   - Manage voids through effective multi-disciplinary working and support the identification of suitable residents.
   - Complete end of tenancy checks.
   - Produce statistics and reports in relation to the voids (eg financial impact).

5. Property, Compliance and Health and Safety
   - Carry out regular housing inspections.
   - Maintain compliance registers and obtain required current certificates.

- Coordinate access for inspections, repairs, adaptations and compliance.
- Report and follow up repairs, property condition concerns and health and safety issues, escalating where action is delayed.
- Monitor and clarify the respective responsibilities of the Council, property owner or landlord, care provider and other parties.
- Ensure each property has a licence-to-occupy agreements in place with care providers
- Comply with safeguarding, lone-working, health and safety, equality, data protection and information governance requirements.

6. Travel and Community-based Working
   - Undertake frequent planned and responsive visits to supported living propertieacross Shropshire.
   - Travel to complete sign-ups, reviews, inspections, handovers, compliance activity, joint visits and multi-disciplinary meetings.
   - Keep accurate business mileage records and submit claims in accordance with the organisation's expenses policy.

7. Performance, Records and Service Improvement
   - Maintain accurate, timely and confidential case, property, financial, compliance and contact records.
   - Manage a varied caseload, prioritising risk, resident impact, statutory or contractual requirements and agreed service standards.
   - Contribute to performance monitoring, including licence sustainment, rent and Housing Benefit issues, voids, compliance actions and resident satisfaction.
   - Handle enquiries and complaints professionally and seek resolution at the earliest appropriate point.
   - Act proactively and identify opportunities to improve efficiency.
   - Contribute to the development and review of procedures, templates and systems.
   - Provide reasonable cover and undertake other duties consistent with the purpose and grade of the post.

The above duties are an illustrative outline and are not an exhaustive list. You will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the workforce.

What we expect of you

You will:

- adopt a customer focused approach when delivering your service, ensuring engagement with service users and maintenance of an appropriate personal profile,

- act as an advocate for your service and work collaboratively with colleaguesacross the whole Council to meet the needs of the people of Shropshire,
- meet individual, service and personal development targets agreed through the Performance Development Review Process, learn from experience and are committed to continuous improvement individually and as an employee of the Council,
- work with colleagues to meet your team's key performance indicators, support a culture of team working and ensure the team functions successfully in support of the Council's corporate and service objectives.
- meet the behaviours and competencies adopted by the Council in the way in which they achieve their objectives and carry out their work.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.

What are your conditions of Service

The conditions of service are those laid down by Shropshire Council, which have been adopted and amended as necessary from those laid down by the National Joint Council for Local Government Services.

This is a hybrid role. The role involves regular travel to supported living accommodation and other locations across Shropshire, together with home working and working in the office, in accordance with the Council's working arrangements.

The postholder will be required to work flexibly across Council locations within the County, services or work settings where reasonably required to meet organisational needs. This may include temporary cover to provide service continuity arising from absence, vacancies, service pressures, a pandemic, epidemic, major incident and/or emergency (not an exhaustive list). Any alternative duties will be appropriate to the employee's skills, competencies and experience.

Your post is subject to the following:

- The post is Permanent, for 37 hours per week.
- Normal office hours are 08:45am to 05:00pm Monday - Thursday and 08:45am to 04:00pm Friday with a minimum lunch break of 30 minutes.
- The post is subject to the Council's annualised hours scheme as implemented within the specific work area.

This post carries eligibility to join the Local Government Pension Scheme. Information about this will be sent with any formal offer of appointment.

Annual leave entitlement is a pro rata flat rate scheme of 207 hours (28 days) annual leave plus bank holidays, with five days extra awarded to those staff with five years local government service giving an entitlement of 244 hours (33 days). Two days of an employee's allowance (pro rota for part-time staff) must be taken at Christmas for any potential Christmas closures. Employees who work in a building/service which is required to open over the Christmas period, the two days leave (pro rota) can be carried over into your next leave year but must be used by the end of March.

The appointment is subject to one months' notice in writing on either side.

The appointment is subject to six months' satisfactory probationary service during which time the notice period will be one week on either side.

Smoking is not allowed in Council buildings, in Council vehicles or in any Council place of work.

It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during normal working hours. You are entitled to claim for reimbursement of the costs of travel on council business at the rate of 55 pence per mile.

What pre-employment checks will we undertake?

The appointment is subject to receipt of the following pre-employment checks;

1. Satisfactory employment references,
2. Medical report,
3. Evidence of the qualifications required for the post/listed on your application form,
4. Enhanced DBS

This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an **Enhanced Disclosure** from the Disclosure and Barring Service before the appointment is confirmed. This check will include details of cautions, reprimands or warnings as well as convictions and non-conviction information. Once appointed, the successful applicant(s) will also be required to apply for an Enhanced Disclosure at pre-determined intervals during the course of their employment whilst in this post.

Supplying false information or failing to disclose relevant information could be grounds for refusal and could amount to a criminal offence.