**Job Profile Information: Housing Officer**

**This supplementary information for Housing Officer is for guidance and must be used in conjunction with the Job Capsule for**

**Job Zone 1………………. Level 3 …………… Camden Way Category ……………………………………**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

*(one or two sentences that describe what this job is about)*

To provide a comprehensive service managing all residential Council secure tenancies and leasehold tenancies in Camden and additional tenancy types such as intermediate tenancies. To work to deliver extensive housing management services on a specifically defined ward based patch with the aim of supporting tenants to achieve sustainable tenancies. At all times delivering services in accordance with Council priorities, policies, procedures and within the necessary legal framework. To work closely across the service and with partners to develop and deliver innovative, best practice Housing Management solutions to meet the priorities set in the Camden Plan. There is an element of project management of new developments, new initiatives and ensuring DMC bids are delivered within timescales and budgets.

**Example outcomes or objectives that this role will deliver:**

*(Approx. six to eight key statements)*

1. To be responsible for a defined patch of properties, delivering all aspects of Tenancy Management, acting as the ‘expert’ point of contact with knowledge of services and agencies in order to signpost residents to those who can best deal with their issues
2. To work to ensure that residents are engaged and are at the heart of everything we do including identifying where TRA’s could be set up and assisting in that process; working with existing TRA’s attending meetings, suggesting and progressing bids for service improvements, delivering expectations within financial restraints and building strong working relationships with TRA elected representatives. To advise and assist TRA’s in preparing DMC budget requests.
3. Provision of excellent new tenant services, including new tenant home visits (within 6 weeks) and setting up/referring onto any necessary support services or advice services.
4. To identify where tenancies are at possible risk and prevent homelessness through the provision of general tenancy support to residents to help sustain their tenancy by encouraging engagement with support services and finding the best agencies to assist.
5. To undertake sensitively and effectively all aspects of tenancy management including the creation and determination of tenancy To work alongside Fire Assessment Officers, Fire Brigade, insurance services, and repairs obtaining and providing reports/feedback and progressing action relating to serious incidents and fire risk on your patch.
6. Providing signposting to residents on a range of services provided by Camden and other agencies such as Housing Benefits; Rehousing; Rent Services; Tenant participation; Repairs including major works; Leasehold services
7. To actively work with Social Services on child protection cases or adult safeguarding cases on our patches including attending CP and, adult safeguarding conferences and take an appropriate active role in progressing housing related issues/solutions.
8. Apply a proactive response to issues of nuisance and anti-social behaviour including working closely with internal and external partners such as community intervention teams safer neighbourhood teams, environmental health and camden legal department (not an exhaustive list)
9. To apply Restorative Approach techniques where appropriate with ASB, Neighbourhood disputes, and where tenancies may become at risk of failure.
10. To take action concerning breach of tenancy, removal of squatters, unauthorised occupants, successions, assignments and preparation of complex cases to present to the line manager, legal department or appropriate panel (Vulnerability; High Risk etc), including preparing witness statements, attending Court to give evidence on cases relating to breach of tenancies & leases and to execute evictions in conjunction with appointed bailiffs.
11. To be responsible for very vulnerable tenants for the duration of their tenancy. To identify and work with appropriate other agencies such as mental health services, psychological services or support agencies who will work with tenants on short term basis until their input ends. To organise interventions and/or referrals to the appropriate service and to be the point of contact when that intervention ends/fails in order to re-refer when issues arise or alternatively take enforcement action via VP or High Risk Panel etc. To be aware that Housing Officer input goes on indefinitely.
12. To be one of the first the points of contact for tenants or residents in Camden properties who are subjected to Domestic Violence or hate related violence. To investigate and make appropriate recommendations to Ward Housing Managers for appropriate action. To case manage any high risk cases alongside any appropriate agency such as Camden Safety Net, Temporary Housing, Legal Department, Police, Victim Support.
13. Respond to correspondence from tenants, their representatives Members Enquiries, Councillor Enquiries, FOI’s including reports as and when required. To make sure that responses are provided within agreed timescales.

To access the appropriate budgets to carry out necessary functions of the job such as ordering storage, arrange removals, communal Repairs budgets, Street Property decoration budgets, Local team budget to assist tenants and families with essential items where appropriate

**People Management Responsibilities:**

*(Number of reports, nature of management responsibility)*

No Direct reports however may be required to monitor, take responsibility and respond in situations involving other services eg: repairs (forced entries). Also organise, instruct and manage eg: removal contractors on site, TRA’s or local groups and organisations that may be working on estates. Manage community engagement projects eg: setting up TA’s

**Relationships;**

*(Nature of relationships and partnerships e.g. internal, external, and level)*

**Work Environment:**

* Job-holders are expected to attend meetings and visits that may occur outside normal office hours. When visiting residents in their homes or in other settings, there can be risk or hazard to the jobholder, of injury or emotional injury from distressed people.
* Job-holders will be expected to prioritise their own work within guidelines laid down although they may be required to come up with innovative solutions for unusual problems.
* Job-holders are appointed to the designation, not a particular venue and may therefore be required to work in an agile way, in any of the Councils’ offices as required.
* Job-holder likely to be lone working in the office and out on the patch given the agile nature of the job

*(Describe the work environment e.g. office based, outdoors etc.)*

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| Work Dimensions |
| * The role requires a range of imaginative and creative solutions or responses and involves application of fresh and innovatory thinking, especially in terms of the application of existing or developing legislative interventions and the use of restorative approach techniques. This is a client and outcome centred role where the jobholder is a key front facing link between operational and strategic priorities and decisions.
* Working as one team is essential to deliver across complex resident and estate based needs
* The job-holder will be required to respond directly to or provide information to others to reply to Members enquires, Political Enquiries, Freedom of Information Requests and Public Enquires. There will be a need to deal with legal issues such as court proceedings.
* The job holder may be required to appear in court and act for the Council.
* The post-holder needs to use their initiative to problem solve using available policy, procedures, working standards and general guidelines. Therefore a knowledge of Housing legislation would be desirable.
* Decision making involves, for example collaborating across boundaries to tackle issues arising in priority work areas. Flexibility to adapt in challenging situations to obtain the best outcomes will be needed.
* Commitment and passion to improve the resident experience of service delivery.
* The job-holder will have a mobile phone and flexible working will be considered.

Key Contacts as part of the role include:* + Staff across the Supporting Communities service.
	+ Service providers in the statutory and voluntary sectors
	+ Other sections of the Council, notably Camden Legal Department, Child Safeguarding, Adult Safeguarding, Youth Services Community Intervention and Street Services
	+ The Primary Care Trust
	+ The Mental Health and Social Care Trust
	+ Residents, their representatives.
	+ Councillors and Members of Parliament.
	+ The Greater London Authority
	+ The Metropolitan Police, especially the Safer Neighbourhood Teams and British Transport Police
	+ Probation and the Criminal Justice Services
	+ London Fire Service
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**Technical Knowledge and Experience:**

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| **Knowledge, Qualifications, Skills and Experience** |
| Qualifications |
| **Essential:**No formal qualifications are required. | **Desirable:** |
| **Knowledge** |
| **Essential:*** .
 |  knowledge of housing legislation & the law in regards to areas such as tenancy management, anti-social behaviour and related legislation |
| **Skills and behaviour** |
| **Essential:*** Ability to prioritise and work to deadlines
* Ability to task resources and progress interventions in an evidence based manner.
* Awareness of the political environment
* Ability to train and influence other colleagues
* Ability to build relationships with colleagues, residents and other service providers
* Ability to risk assess to make people and places safer - often in urgent situations
* Negotiation and influencing skills
* Self-motivated and able to work with limited direction especially when lone working
* Excellent communication skills both written and verbal
* Ability to analyse data and use a wide range of IT systems
* Demonstrates our Camden **Ways of Working (WOW)** behaviors:
	+ **Focuses on customers** (cares about customers and builds relationships)
	+ **Works together** (provides **supp**ort and leads by example)
	+ **Takes responsibility** (makes decisions and achieves success)
	+ **Finds better and cheaper ways of doing things** (creates innovation and embraces change)
 | **Desirable:** |
|  The Camden Way 1. Deliver for the people of Camden - (Cat 2/3 - Acts as a customer champion and empowers (influences) colleagues to deliver excellent customer service. Also builds relationships and is mindful of the political environment2. Work as one team – (cat 3 – Develops ongoing partnerships to engage services and deliver outcomes for residents)3. Take pride in getting it right  (cat 2- Considers best approach and gathers relevant information and considers different viewpoints.)4. Find better ways . (Cat 2 – is proactive in seeliking innovative solutions and makes continual improvements 5. Take personal responsibility (cat 2/3 – confidently acts for LBC having considered various perspectives eg: TA meetings) |  |
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| Relevant Experience |
| Essential:  | Desirable:* A minimum of two years experience in a Housing Management based field or similar outcome focused role.
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**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

The Camden Way
1. Deliver for the people of Camden - (Cat 2/3 - Acts as a customer champion and empowers (influences) colleagues to deliver excellent customer service. Also builds relationships and is mindful of the political environment
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For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**