

## **Job Profile Information: Accommodation Placements Adviser**

**This supplementary information for Accommodation Placements Adviser is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1**

### **Camden Way Category 3**

**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:**

To make decisions about housing applications (this does not include homelessness decision), allocate temporary and permanent housing and support council tenants to move in accordance with the homelessness accommodation strategy and placement policy, housing allocations scheme and other council policies and priorities.

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

- Provide a timely, comprehensive and customer-focussed assessment and casework service to applicants for social housing, mutual exchange and other housing options for social housing tenants including statutory reviews of decisions made under the housing allocations scheme.
- Provide a casework service that contributes to improved wellbeing, resilience and reduced poverty through activities such as preparing prospective social housing tenants to sustain their new home.
- Completion to a high standard, within set timescales, of administration required for the effective and efficient running of the choice based lettings system.
- Provide temporary accommodation that is suitable in accordance with the legislation, code of guidance and council's placement policy, working closely with staff responsible for dealing with complaints, reviews and other legal challenges.
- Manage placements of households living in temporary housing in the most cost effective way that makes best use of the temporary housing stock, in liaison with providers of temporary housing and colleagues working in hostels.
- Make payments on time and check that best value is achieved for the council.

- Assist social housing tenants to move through downsizing, mutual exchange and other options, including administration of the Tenants Options Fund.
- Ensure the needs of vulnerable children and adults accessing the service are met through the identification and addressing of support and care needs
- Identify and address equalities needs of customers.
- Ensure that Council resources are protected and only allocated to those in genuine need by detecting and preventing fraud.

### **People Management Responsibilities:**

Not applicable.

### **Relationships;**

- Ability to work proactively and collaboratively with colleagues within and beyond the team to ensure that customers receive the best possible overall service.
- Strive to achieve objectives and follow instructions set by Managers
- Routinely put forward ideas for service improvement.

### **Work Environment:**

- The role will mainly be based at 5 Pancras Square.
- Home working is available in agreement with your Manager.
- Visits will be necessary to customers.

### **Technical Knowledge and Experience:**

- No formal qualifications are required but a high standard of general education attainment is beneficial.
- At least one year's experience of helping people with housing issues.
- Detailed working knowledge of Housing Act 1996 Parts VI and VII along with the ability to draw upon caselaw are essential

## **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

For further information on the Camden Way please visit by clicking [HERE](#)



# Housing Needs Group Structure Chart

(with effect from) October 2016

