

## **Job Profile Information: Under-Occupying Older Tenants Adviser**

**This supplementary information for Older Under-occupying Tenants Adviser is for guidance 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 maximise the number of older council tenants in Camden enabled to move from a home that is larger than they need to a home that meets their current and future needs.

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

- Provide a timely, comprehensive, supportive and customer-focussed casework service to older tenants who may wish to move from a council tenancy that is larger than they need
- Maximise publicity and promotion of housing options for older under-occupiers
- Provide proactive support to older under-occupiers who wish to move, for example by identifying suitable homes, bidding on their behalf, accompanying them on property viewings, arranging removals, utility reconnections and other moving activities
- Identify and addressing (through referral and/or signposting) support, equalities and social care needs of older under-occupiers (whether or not they are wanting to downsize)
- Ensuring the older under-occupier is fully aware of the range of options available to them; such as bidding, mutual exchange, access to sheltered housing and other "retirement housing" options as applicable
- Make Tenants Options Fund payments in a timely and efficient manner, where applicable and check that best value is achieved for the council.
- 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:**

- Experience of providing high quality services that meet the needs of older residents

- Ability to work proactively and collaboratively with colleagues within and beyond the team to ensure that the service as experienced by the customer is optimal from end to end.
- Strive to achieve objectives and follow instructions set by Managers
- Routinely put forward ideas for service improvement and implement these where possible.
- Ability to be sensitive to the needs of older people

**Work Environment:**

- The role will be based at 5 Pancras Square.
- The role will involve high volumes of visits to social housing tenants
- The role will involve attendance at events where housing options for older tenants are promoted.
- Home working may be available in agreement with your Manager.

**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.
- Working knowledge and experience of helping older residents with housing issues will be advantageous.

## **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 select the attached [HERE](#)

Structure Chart

Posts are  
located here



**Housing Needs Group Structure Chart**  
(with effect from) October 2016

Head of Housing Needs Group



