



Role Profile

<h2>JOB TITLE</h2> <p>Accommodation Management Officer – Temporary Allocations</p>				<h3>Purpose</h3> <p>To arrange temporary accommodation for homeless customers throughout Fife. Identifying suitable temporary accommodation for Homeless Customers, making best use of void accommodation. Regular communication with Fife Council and Public Social Partners Staff on all aspects of temporary accommodation movements. Updating housing systems and collating of statistics for Management and the Scottish Government.</p>			
Reference No.	SS2299	Type	Individual				
Service	Housing & Communities						
Job Family	Para Professional 3	Grade	FC5				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Monitoring of HAT HL1 accommodation database. Offering customers in housing crisis presenting as homeless accommodation as required				Experience in providing a high quality service to a cross-section of Council and Partners Staff		<input checked="" type="checkbox"/>	
Allocation of temporary accommodation within the Fife Council and Partners stock; B&B diversion accommodation, Hostels and Scatter flats				Understanding of homeless temporary accommodation Understanding of homeless legislation			<input checked="" type="checkbox"/>
Checking for availability of accommodation Contacting accommodation staff throughout the day to book-in homeless customers to their vacant accommodation				Knowledge of housing and homelessness SVQ 2 3 National 5 awards or equivalent 3 Standard Grade Credit 3 Highers or equivalent		<input checked="" type="checkbox"/>	

E = Essential Criteria D = Desirable Criteria

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	SVQ 3 in Housing or related qualification or a willingness to achieve		<input checked="" type="checkbox"/>
At the start and end of the day liaise with the Out of Hours Team to receive information about night-time placements in temporary accommodation so systems can be updated Sending them the evening vacant rooms Receive a copy of the daily TACAS from all bases. Completion of statistic as required.	Ability to: <ul style="list-style-type: none"> • Work in a team setting • Work under pressure • Use own initiative • Work within a lone working environment • Demonstrate professional boundaries and maintain confidentiality • Demonstrate good organisation skills • Good verbal and written communication skills • Excellent IT skills; Word, excel, database, e-mail, internet 	<input checked="" type="checkbox"/>	
Monitoring and updating of HL3 figures for the Scottish Government	Ability to demonstrate knowledge of: <ul style="list-style-type: none"> • Equality and diversity Have knowledge of Fife Council IT systems		<input checked="" type="checkbox"/>
Send accommodation request and risk assessment to accommodation providers Create and update HL1 records for out of hour's allocations (standbys) Update housing systems as required Complete HL3 records Complete day time and out of hours stats	<u>Customer-led Service</u> Able to work with professional boundaries and maintain confidentiality <u>Coping with change</u> Commitment to the Service and its development	<input checked="" type="checkbox"/>	

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Update HAT HL1 system from the TACAS. Updating all moves, in or out of accommodation	An understanding of discrimination which affects homeless people		<input checked="" type="checkbox"/>
Update TAMIS HL1 system to show whether customer was accommodated/arrived in accommodation Communicate with Fife Council and Public Social Partners staff regarding offering customer's accommodation Deal with telephone enquiries received from HO's, Social Work, MAPPA Team and many other Agencies			
Request incident reports and warning levels issued to customers residing in accommodation Transfer customers from Hostels and Partners accommodation to scatter flats Carry out other tasks as directed by Lead Officers Update housing systems with all necessary information regarding the allocation of temporary accommodation Complete day time allocation stats Complete Out of Hours stats Work within Tenancy and Accommodation Support Services' policies and procedures at all times and work within professional boundaries and confidentiality when working with homeless customers Monitor the HL3's, fix errors and run reports Carry out investigation and complete reports as required			

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Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			
Providing a variety of temporary accommodation to vulnerable homeless customers			
Move customers on from B&B Diversion accommodation and Hostels using the daily database to scatter flats			
Identify suitable temporary accommodation for managed offenders, working in partnership with the MAPPA team			
Hospital Discharge – identify suitable accommodation			

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results