



Role Profile

Accommodation Management Officer

Reference No.	A3323	Type	individual
Service	Housing Services		
Job Family	Para-Professional 3	Grade	FC5

Purpose

To admit homeless customers into temporary accommodation and provide them with support and information during their stay

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Admit and book customers out of homeless accommodation units in accordance with process and procedure.

Assist with completion of claims for housing benefit and other paperwork as necessary for those entering or residing in temporary accommodation

Give appropriate guidance and assistance to homeless customers during their stay in temporary accommodation.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E	D
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Experience in providing a high quality of service to a cross-section of vulnerable customers with varied support needs

✓

Qualified to SVQ Level 3/SCQF Level 6, HNC in a relevant Housing, Health or Social Care Qualification or willing to work towards and achieve required qualification.

✓

Ability to work with and empower vulnerable people to lead independent lives

✓

Good verbal and written communication skills

✓

Knowledge and understanding of housing and homeless legislation and issues which affect homeless households

✓

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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
Maintain occupancy agreements and inventories accurately at all times.	Experience in providing a high quality of service to a cross-section of Council and Partners Staff	✓	
Carry out appropriate tasks and co-ordinating services when rooms become vacant to enable the best use of temporary accommodation to maintain the standard of all parts of the building	Team working skills Ability to work under pressure Operate in a lone working environment Demonstrate good organisational skills	✓ ✓ ✓ ✓	
Recording monitoring information in a variety of IT programs; Microsoft word, excel and databases to provide reports and statistics as required.	IT skills	✓	
Ordering appropriate works through ERP and other corporate systems to make the best use of temporary accommodation resources	Ability to take initiative Experience of ordering through ERP Knowledge of Fife Council's financial systems	✓	✓ ✓
Monitor the standard, cleanliness, repairs and maintenance and furnishings in accommodation. Take appropriate action where necessary to maintain standards to enable homeless people to be provided with a good standard of temporary accommodation.	Able to work with professional boundaries and maintain confidentiality Commitment to the Service and its development	✓ ✓	
Work within Health and Safety procedures.	An understanding of Health and Safety procedures	✓	
Work within Tenancy and Accommodation Support policies and procedures at all times and work within professional boundaries and confidentiality when working with homeless customers.	An understanding of equality, diversity and the discrimination which affects homeless people Demonstrate professional boundaries and maintain confidentiality Ability to provide a regular and effective service	✓ ✓ ✓	
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)			

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

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

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

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.