

<b>HOUSING ACCESS OFFICER</b>			
Reference No.	G111.02	Type	Generic
Service	Housing		
Job Family	Para Professional 5	Grade	FC7

<b>Purpose</b>
Responsible for housing allocations, housing list management, enhanced housing options and voids management.
Responsible for delivering devolved, high quality landlord services by engaging with customers and partners to minimise void loss and ensure best use is made of the council's housing stock.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Matching housing applicants and existing social housing tenants to vacant properties and allocating in accordance with Council policies, procedures and plans. Using judgement within these policies to apply community letting initiatives and allocation quotas, showing sensitivity to individual needs.	<p>Experience of working within Transfer and Allocations policies and the Common Assessment of Need</p> <p>Experience of assessing and allocating to people with specific needs; public protection, disability, homeless, persons with mental ill health</p> <p>Educated to SCQF level 6 which includes Highers or SVQ level 3 or equivalent in housing, care or related discipline</p> <p>Ability and commitment to complete Homepoint2</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

## Role Profile

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Visiting empty properties with contractor to agree the standard the property should be improved to. Negotiating letting incentives with tenants at accompanied viewings.	Knowledge of re-letting standards (Deliver results – See 'How We Work Matters' framework)  Communication skills	✓  ✓	
Contacting and interviewing matched applicants prior to the offer of housing ensuring verification of information and applying any specialist processes as required to issuing an offer of housing in accordance with legal and policy requirements, for example Public Protection, Care Commission, Homeless Legislation.	Customer care skills (Focus on customers)  Conflict handling skills	✓  ✓	
Assessing the need for goods and services required to set up and sustain a tenancy and ensuring information is conveyed to colleagues to provide help.	Knowledge of the range of supports available to tenants (Take ownership)  The ability to travel to various locations at short notice  Time management skills	✓   ✓	 ✓
Liaising with Housing Management Officers, Building Services and Lead Officers to oversee and ensure the efficient returning and allocating of properties at local level.	Knowledge of legal and policy requirements for vacant housing and voids management		✓
Actively managing housing lists and applicants' information to enable future matching potential against vacancies.	Experience in housing lists, and housing options across tenures	✓	
Providing comprehensive and preventative housing options advice.	Experience of providing a sensitive approach to dealing with personal information from vulnerable and challenging service users	✓	

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Providing case management of complex, non-routine cases, co-ordinating input from and providing professional advice to social and health services, public protection services, colleagues and case reviews.	Case management experience  Experience working with public protection	✓	✓
Managing and maintaining information about tenants and tenancies in line with service procedures, information sharing protocols and corporate policies.	IT skills (Embrace technology and information)	✓	
Supporting services through participating in Service Development Groups as professional practitioners who can use experience to improve process and customer experience.	Contribute to and promote continual service improvement (Work together)	✓	
Managing own performance and targets against key performance indicators in relation to allocations.	Organisational skills  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.			

# Role Profile

**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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## 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 checked="" 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