

FIFE HOUSING REGISTER OFFICER

Reference No.	G194.02	Type	Generic
Service	Housing		
Job Family	Para Professional 3	Grade	FC5

Purpose

Providing a high quality Fife Housing Register (FHR) advice, assessment and information service for our customers, including advice to housing and transfer applicants, as well as verification and assessment of housing applications in accordance with policy and legislation.

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
Accurately assessing Fife Housing Register applications and information in accordance with current legislation and policy and the FHR Common Assessment of Need, to establish eligibility and priority for the Housing Register.	Experience of carrying out an assessment of information and accuracy of information and knowledge of how to do this against a set of criteria (Deliver results - See 'How We Work Matters' Framework)	✓	
	Educated to SCQF level 6, which includes Highers or SVQ level 3, or equivalent	✓	
	Information and Advice standard training type 1 and 2		✓
Investigating and gathering supporting information, checking for accuracy, including verification with current and former landlords, other statutory and voluntary agencies as necessary.	IT skills (Embrace technology and information)	✓	

Role Profile

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Exercising judgement when assessing more complex FHR forms, taking into account FHR policy, process, guidance and procedures but also the needs of the customer.	Knowledge of Common Housing Registers		✓
Providing high quality FHR advice and information direct to customer.			
Providing housing list information, record management, FHR support, advice and information to the Fife Housing Register partners.	Knowledge of managing customer information (Focus on customers)	✓	
Assisting applicants with completion of applications as required and responding to applicants enquiries, in writing or verbally.	Ability to provide a regular and effective service	✓	
	Communication skills	✓	
Providing a fast track service for priority FHR applications in line with policy, guidance and procedures, including pre-assessment checks where required.	Time management skills	✓	
Carrying out reviews, verification, updating application assessments, information recording, application correspondence, monitoring and the provision of guidance and information on request.	Knowledge and awareness of national housing initiatives, housing regulation and housing legislation	✓	
Providing a service to the Housing Occupational Therapist team in conjunction with FHR application assessment.			
Providing a peer performance quality assurance and audit checking service for all partners, under the guidance of the Lead Officer.	Experience of carrying out audits and quality assurance		✓
Assisting in the development and implementation of systems, guidance, policies, processes, procedures, and action plans. Identifying and managing assessment and procedure errors and rectifying these.	Understanding of and experience of turning plans into service delivery		✓
	Experience of identifying assessment errors		✓

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Being responsible for personal workload, carrying out case management and maintaining the Homeswap register.	Case management experience		✓
	Workload awareness (Take ownership)	✓	
Providing FHR/Allocations training to all FHR partners on request.	Knowledge of FHR policy and procedures		✓
Supporting the implementation of continual development and change across the service as a result of service review.	Experience of effective performance improvement		✓
Being responsible for the effective management of Health & Safety activity as defined in the Services Health & Safety Management Framework Document.	Knowledge of Council regulations		✓
Promoting effective partnerships and working across the service and with partner organisations to ensure a shared understanding and commitment to quality service delivery.	Project management skills		✓
	Team working skills (Work together)	✓	
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