

## Job Description

**Department:** People & Communities

**Division/Section:** Adult Social Care – Home Service Delivery Team – Housing Programmes

**Job Title:** Housing Programmes Officer

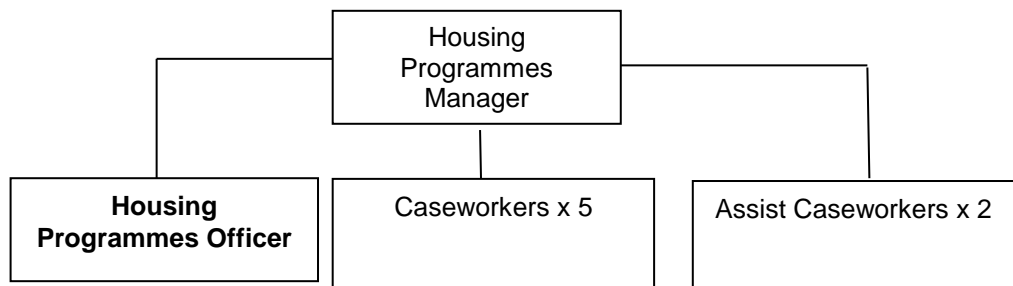
**Post No:**

**Grade:** 9

**Reports to:** Housing Programmes Manager

### Organisation Chart:

Show immediate manager and any jobs reporting to this post.



Please attached a full organisation chart

**CRB Check applicable?**

Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?**

Yes  No

**Line Management responsibility for:**

**No. of direct reports:** 0

**No. of indirect reports:** 0

**Size of budget:**

**Job Purpose:**

To validate applications for grant assistance submitted by the Care & Repair Home Improvement Agency, including the review and validation of personal financial information for means testing purposes. To check and authorise grant approvals in the absence of the Housing Programmes Manager in line with audited processes.

To work collaboratively with vulnerable adults, colleagues within adult social care, CPFT, housing needs and RSLs, the fire & rescue service and external support agencies to assess the home environment and negotiate a way forward to address

high risk self-neglect of the home environment. Demonstrate empathy, understanding and a non-judgemental approach to all communication with the client and family members. To work within relevant current legislation and procedural frameworks of Peterborough City Council.

To develop and deliver initiatives and to gather and collate energy efficiency information to deliver the Council's energy conservation responsibilities under the Home Conservation Act, Housing Renewals Policy and Affordable Warmth Strategy. This includes reducing fuel poverty and carbon emissions from domestic properties

### **Main Duties and Responsibilities:**

- 1 To carry out validation of provisional and final means tests prior to approval of application for Repairs Assistance and Disabled Facilities Grants by verification of documents and interpretation of legislation, best practice guidance, service policies and procedures. To act as cover for the verification and authorisation of grant approvals in the absence of the Housing Programmes Manager
- 2 To train and offer advice, guidance and support to Care & Repair Caseworkers on the means testing requirements and grant application processes.
- 3 To work in partnership with colleagues within adult social care, CPFT, housing needs, housing providers, the fire & rescue service and external support agencies to assist vulnerable adults who self-neglect their home environment and/or demonstrate hoarding behaviours following Safeguarding and MARM processes and protocols.
- 4 To work collaboratively, through building effective relationships, to elicit their needs and views and promote participation in decision making in order to improve and sustain their living environment
- 5 Undertake assessments against relevant, adopted hoarding risk assessment tools and property assessments under the Housing Act 2004 Housing Health & Safety Rating System (HHSRS) to identify and record high risk hazards within clients homes
6. To plan, implement and review a range of housing interventions for vulnerable adults (as defined above) in accordance with statutory/regulatory and operational standards, policy and procedures for the service. To coordinate the various professionals and organisations involved as well as the financial and contractor aspects of each intervention, to achieve the physical improvements required in each property. To prioritise hospital discharge cases where the condition of their home prevents that discharge, where there is an identified safeguarding concern or where a tenant is at risk of possession order procedures.
7. Manage a workload independently, seeking support and suggesting solutions for workload difficulties.
8. Make pro-active use of supervision with Housing Programmes Manager to support effective practice, reflection and career development and to meet the objectives of Performance Development Reviews
9. Maintain accurate, up to date records safely and confidentially in accordance with the Council's policies and procedures. Produce succinct, well-structured records and reports, clearly recording and reporting analysis and judgements.
10. Pro-actively engage with colleagues and a range of organisations to identify, assess, plan for and support the needs of vulnerable adults (as defined above) in order to promote change and independence, whilst demonstrating confident and effective judgement about risk caused by their poor home environment.
11. Carry out all duties in accordance with the Council's Equal Opportunities Policy and other policies

designed to protect employees and service users from harassment. It is the duty of the post-holder not to act in an oppressive or discriminatory manner towards employees or service users. The post-holder should respond to such practice or behaviour by challenging or reporting it.

12. To lead in the promotion of council initiatives, either run internally or with external partners, to tackle energy inefficiency in domestic dwellings and to alleviate fuel poverty. To promote the importance of tackling the effects of cold homes and poor housing condition to the public and to partner agencies through home visits, publicity material, presentations and information displays at appropriate events.
13. To deliver fuel poverty initiatives and to address poor housing condition in vulnerable owner occupied properties for residents of Rutland County Council as directed by the Housing Programmes Manager as part of the shared service agreement for private sector housing.
14. To organise and carry out projects to build up and enhance the database of information on Peterborough's housing stock and the cost to health and the wider society of poor housing condition

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.

To comply with all Health & Safety at work requirements as laid down by the employer.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 8<sup>th</sup> July 2020      **COMPLETED BY:** Sharon Malia, Housing Programmes Manager

# PETERBOROUGH



## Person Specification

**JOB TITLE:** Housing Programmes Officer      **POST NO:**

**GRADE:** 9      **DEPARTMENT:** People & Communities

**HOURS**

**DIVISION:** ASC – Home Service Delivery Team      **DIRECTOR:** Wendi Ogle-Welbourn

**DATE:** 8<sup>th</sup> July 2020      **COMPLETED BY:** Sharon Malia

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<p>Knowledge of legislation and guidance in relation to home energy efficiency and fuel poverty including the relationship between unsatisfactory housing and health <b>[AI]</b></p> <p>Knowledge of Welfare Benefits <b>[AI]</b></p> <p>Knowledge of Housing Legislation relating to homelessness and private sector renewal <b>[AI]</b></p>	<ul style="list-style-type: none"><li>• Knowledge of Standard Assessment Procedure (SAP) Energy Efficiency Assessments <b>[AI]</b></li><li>• Knowledge of Financial and Contract Regulations <b>[AI]</b></li><li>• Knowledge of social work interventions <b>[AI]</b></li></ul>
<b>SKILLS &amp; ABILITIES</b>	<p>Proven (2 years) project management skills, including ability to manage projects within strict deadlines <b>[AI]</b></p> <p>Ability to communicate effectively, verbally and in writing, to a range of audiences including vulnerable adults, carers and professionals <b>[AI]</b></p> <p>Effective presentation skills <b>[AI]</b></p> <p>Excellent IT skills – good working knowledge of WORD and EXCEL and ability to accurately input information into electronic databases <b>[A]</b></p> <p>Ability to effectively analyse, interpret and present complex data <b>[AI]</b></p> <p>Ability to gather information so as to inform judgement for interventions in more complex situations and in response to challenge, clearly reporting and recording analysis.</p> <p>Ability to manage workload independently, maintaining professionalism in more challenging circumstances and seeking</p>	<ul style="list-style-type: none"><li>• The ability to be a source of reliable knowledge and advice to colleagues.</li></ul>

	<p>support and suggesting solutions for workload difficulties. <b>[AI]</b></p> <p>Ability to use electronic departmental databases for maintaining case recording and diary management. <b>[AI]</b></p>	
<b>EXPERIENCE</b>	<p>Experience of building up and maintaining an information database <b>[AI]</b></p> <p>Experience in dealing with vulnerable clients in an empathetic and non-judgemental manner <b>[AI]</b></p>	
<b>QUALIFICATIONS</b>	<p>Educated to A level standard or equivalent experience <b>[A]</b></p>	<p>A qualification relating to energy conservation or housing <b>[A]</b></p> <p>Accredited for HHSRS Surveys</p>
<b>PERSONAL CIRCUMSTANCES</b>	<p>Willing and able to work extra hours when reasonably required. <b>[AI]</b></p> <p>Full Drivers Licence and a suitable vehicle available and insured to use at work <b>[A]</b></p>	
<b>EQUALITY</b>	<p>Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. <b>[AI]</b></p>	
<b>CUSTOMER CARE</b>	<p>Knowledge and understanding of effective customer care <b>[AI]</b></p>	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]*