

## Job Description

<b>JOB TITLE:</b>	<b>Resettlement &amp; Migration Team - Housing Officer</b>
<b>GRADE:</b>	<b>H</b>
<b>POST NUMBER:</b>	
<b>DIRECTORATE:</b>	<b>Children Services</b>
<b>SERVICE:</b>	<b>Early Help &amp; Children and Families Centre</b>
<b>RESPONSIBLE TO:</b>	<b>Resettlement &amp; Migration Team Manager</b>
<b>RESPONSIBLE FOR:</b>	N/A
	<b>This post requires a DBS check</b> <ul style="list-style-type: none"> <li><b>Enhanced Check – Children</b></li> </ul>
<b>JOB SUMMARY:</b>	<p>Over the past two years, over 3000 asylum seekers and refugees have moved into the borough. The Resettlement &amp; Migration Team (RMT) supports these sanctuary seekers, including Ukrainian and Afghan refugees. The role involves providing wrap-around support to sanctuary seekers, preventing homelessness, reducing rough sleeping, and aiding integration. The Housing Officer will work with various stakeholders, organise events and workshops, and support clients in sourcing sustainable accommodation. The role is based in Tower Hamlets Town Hall and Children &amp; Family Centres.</p>
<b>ROLE REQUIREMENTS:</b>	
1.	To conduct housing options interviews in person with customers focussing on assessing housing needs, preventing homelessness and giving good quality advice on the housing choices available so that customers can make informed decisions
2.	To negotiate and mediate with landlords, parents and other accommodation providers to prevent homelessness and provide practical assistance to help customers remain in their accommodation, including home, hostel and hotel visits
3.	To provide good quality advice, information and assistance through face-to-face interviews, home visits, co-location, by telephone and by correspondence within a customer care framework, ensuring all deadlines are met and that customers can make informed decisions about their housing options
4.	To provide the above through a detailed knowledge of housing legislation and case law in relation to homelessness, children, immigration law, social housing sector landlord and tenant law, and family law including domestic abuse and welfare benefits and rights

5.	To confirm eligibility and that there is a reason to believe that an applicant is homeless and in priority need when determining whether accommodation is to be provided, making recommendations as to what would constitute suitable accommodation
6.	For those clients who wish to pursue an application under homeless legislation, make sufficient enquiries to determine whether a duty is owed, support the client to collate evidence to submit with their application
7.	To have a good knowledge and understanding of the responsibilities of social landlords, Children's Services, YOT, Police, Probation, Social and Health Services and of local voluntary sector provision in relation to housing need, homelessness and homelessness prevention work
8.	To assist the client and the wider Resettlement & Migration Team in exploring other support needs relating to employment, childcare, immigration and legal advice and making supported referrals to internal and external partners using agreed protocols
9.	To assist and encourage customers to use on-line tools available to access options advice and source partner agency assistance
10.	To deliver housing workshops and information sessions to clients in a variety of settings in a variety of languages utilising interpreters as required
11.	Notifying the Home Office / Greater London Authority (GLA)/ Ministry of Housing, Communities and Local Government (MHCLG) of available properties and ensure efficient matching of refugees to these properties.
12.	The welcome of the family to the new property in-line with government grant funding instructions for resettlement and to ensure the best possible start for the family / individual.
13.	To give basic money advice, budgeting advice and debt advice to customers using an assessment tool and liaising negotiating with partner agencies, including Housing Benefit
14.	To participate in outreach work off-site in partners' offices to give advice and assistance on housing options and homeless prevention
15.	To effectively communicate the Council's duties and policies to customers and partner organisations directly, in writing and through customer information
16.	To actively assist customers in seeking and securing accommodation in the private sector where this is identified as an affordable, suitable and viable option following assessment of customer needs. Liaising with landlords when required.
17.	To inform customers about Choice Based Lettings and potential waiting times to help customers make appropriate bids through the choice based letting scheme
18.	To develop and share a comprehensive network of contacts across the public, private and voluntary sectors to improve partnership working
19.	To ensure that all contact with customers and other organisations is fully recorded and where possible confirm advice given in writing
20.	To respond to queries from customers or their approved advocates and other stakeholders – whether in person, by telephone, email or

	in writing in line with the council's standards
21.	To undertake all duties with due regard to Health & Safety legislation, ensuring all risk assessments are undertaken, maintained and reviewed
<b>CORPORATE RESPONSIBILITIES</b>	
22.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
23.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
24.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
25.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
26.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
<b>PEOPLE</b>	<i>[This should detail those aspects of that require contact and interaction with other individuals, either within the council and/or in outside organisations, and the intended outcome of this]</i>
27.	Liaise, negotiate and engage with internal partners such as other teams within the Housing Options Service, Social Services, Legal, and Housing Benefits to provide effective, joined up services for clients
28.	Liaise, negotiate and engage with partner agencies such as DWP, Criminal Justice, NHS and the third sector to provide effective, joined up services for clients
29.	Liaise, negotiate and engage with landlords and letting agents to prevent and relief homelessness
<b>SERVICE</b>	
30.	To contribute to the development and delivery of relevant council plans and strategies so that targets and performance requirements are met
<b>PERFORMANCE</b>	
31.	To ensure that homeless notifications are issued in accordance with the timeframes set out in legislation. This is to be achieved by

	efficient case management
32.	The ensure that the contents of notifications are legally compliant and in keeping with Public Law principles. This is to be achieved by keeping professional knowledge up to date
33.	To ensure that professional knowledge is kept up to date by use of resources such as legal texts and online journals as well as ensuring possession of or access to the most up-to-date Homelessness Code of Guidance
34.	To ensure that knowledge of council policies such as the Allocations Policy and the Homelessness Strategy is up to date and comprehensive. This is to be achieve by being self- apprised of the contents relevant documents and retaining up-to-date copies

#### **OTHER CONDITIONS:**

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

## **Person Specification**



	<p>on their behalf to broker housing solutions.</p> <ul style="list-style-type: none"> <li>• Experience of working in a busy customer-oriented environment, delivering excellent customer service.</li> <li>• Excellent IT skills, with the ability to use a range of databases and MS Word and EXCEL to produce a wide range of letters and documents and MS Outlook to process the full range of email and diary functions.</li> <li>• To have an understanding of welfare benefits and have a level of numeracy sufficient to give basic money and housing advice using available tools</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>A</p> <p>I/T</p> <p>I/T</p>
<b>Living the TOWER Values sets out the essential behaviours required of all staff.</b>		<b>They are aligned to the organisation's five TOWER Values</b>	
We work <b>TOGETHER</b> across boundaries & with partners to achieve the best outcomes for Tower Hamlets	<ul style="list-style-type: none"> <li>• Seeks opportunities to build positive relationships with people from other teams and partners.</li> <li>• Shares information and engages others in a timely way to achieve the best outcomes</li> </ul>	<p>E</p> <p>E</p>	<p>A</p> <p>A</p>
We are <b>OPEN</b> and transparent	<ul style="list-style-type: none"> <li>• Checks understanding, they are understood by others and explains jargon where needed.</li> <li>• Uses effective listening and questioning techniques to understand the needs of others and act accordingly.</li> </ul>	<p>E</p> <p>E</p>	<p>A</p> <p>A</p>
We are <b>WILLING</b> to challenge, innovate and be accountable	<ul style="list-style-type: none"> <li>• Takes accountability for delivering own work, setting challenging goals for self.</li> </ul>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A</p>

