



Job Capsule Supplementary Information: Visiting Officer

Role Purpose:

- To assist the Housing Options service in delivering objectives to manage and retain good quality, cost effective accommodation from the private rented sector and reduce the number of households living in temporary accommodation.
- To carry out joint visits with proprietors to ensure our customers are living at the accommodation provided by Housing Options and undertake unannounced and planned visits to all other forms of Temporary Accommodation to ensure occupancy, detect fraud, verify information, report on any issues of Anti-social behaviour, assess standards of TA and ensure that applicants in Temporary Accommodation are settling in to their interim accommodation.
- To assist in preventing homelessness by mediating in cases of family breakdowns.
- To refer customers to the welfare reform task force to assist them in getting back into work
- To carry out suitability assessments on our customers, to determine the physical condition of the accommodation, location, affordability overcrowding and risk of violence from any person
- To help develop and contribute to the changes in how we manage our temporary accommodation.

Example of Outcomes or objectives that this role will deliver:

- To deal directly with customers of the Housing Options service, including homeless applicants and tenants in their temporary homes
- To assist the Housing Options in meeting its objectives of providing a comprehensive management service, including overseeing repairs obligations, fire safety inspection, tenancy management, organising gas safety checks and carrying out quarterly inspections.
- To carry out occupancy checks to clients in temporary accommodation and provide detailed, accurate and prompt information in respect of the findings. To provide good quality advice and assistance to enable our clients to evaluate their housing options and where appropriate to find their own suitable accommodation
- To carry out suitability assessments when required
- To assist in cases requiring mediation to prevent family breakdown and homelessness
- To assist the Housing Options in working effectively with all landlords including private as well as social landlords to manage homes as efficiently as possible to assist Housing Options in providing and maintaining a good standard of temporary accommodation.
- To identify the needs of our clients who are most in need and make appropriate recommendations
- To provide a service to the Housing Needs officers, by verifying relevant applicant details, visiting households recording findings and making appropriate recommendations. Working closely with our providers to ensure they provide a good service to our customers.
- To assist in providing a comprehensive, tailored customer-focused services to tenants and landlords. Maintaining accurate case notes and accurate information on databases.
- To offer good housing advice to customers and keep abreast of changes to relevant legislation and communicate this in an understandable manner to customers.
- To detect and report any incidents of suspected fraud to the relevant senior officer and to liaise with other departments such as the councils Corporate Anti-Fraud team (CAFT), Housing Benefit, Internal Audit and Legal.
- To follow safeguarding procedures and policies to ensure vulnerable children and adults with housing difficulties receive the right services at the right time
- To carry out property condition inspections
- To help resolve complaints from Temporary Accommodation Occupants.

People Management Responsibilities:

None

Relationships;

Work closely with internal and external colleagues, including social services, accommodation providers, support workers, and other professionals.

Work Environment:

Carry out visits and office work.

Technical Knowledge and Experience:

- Excellent oral and written communication skills and the ability to effectively engage with a diverse range of audiences, including managers, landlords, solicitors and vulnerable customers, in a courteous and professional manner and at times in stressful situations
- Ability to liaise effectively with other agencies and voluntary groups
- Ability to manage and resolve difficult and confrontational situations
- Ability to maintain accurate case notes ensuring they are completed in a timely manner within target timescales and to maintain information on databases
- Ability to work effectively and flexibly as part of a team and to support colleagues, including managers, within a team
- Ability to prioritise well within a challenging workload, particularly to ensure the most urgent enquiries are dealt with appropriately
- Ability to ensure that cases are handed over seamlessly to colleagues
- Ability to operate effectively in a changing environment, to develop and acquire new skills and knowledge
- The ability to apply learning in the workplace to support continuous improvement of business systems for the benefit of customers
- Ability to draw logical conclusions from personal observations during home visits and from interviews from customers