



Role profile

Job Title:	Hostels Officer	Grade:	Spinal column point range:
Department:	Housing Demand	£43,449-£45,123	28-30
Directorate:	Housing	Post no.:	17384
		Location:	Perceval House

Role reports to:	Hostels & Temporary Accommodation Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- To manage allocated hostels efficiently and cost effectively, ensuring that all standards relating to health and safety is maintained. To provide support and empower homeless clients

Key accountabilities

Management of Hostels

- To manage allocated hostels taking direct responsibility for lettings, occupancy levels, voids, rents monitoring and ensuring that health and safety is always maintained.
- To manage and control systems of voids control to achieve maximum turn over in the hostels. To ensure that residents move on promptly to accommodation provided for them.
- To be responsible for an effective and efficient repairs system, identifying repairs, processing works order, liaising with contractors,

carrying out post inspection, processing invoices, authorising payments and ensuring that work carried out actually reflect invoice.

- To be responsible for ordering of furniture & equipment for allocated hostels within an agreed budget and recording stock information
- To be responsible for the control of cash transactions including monitoring of rent payments and maximizing income.
- To be responsible for requesting repossession action and where applicable carrying out evictions if necessary, using bailiffs.
- To be responsible for regular inspections of hostel buildings regarding repair standards, security and safety, fraudulent occupation and to be responsible for any necessary remedial action.
- To implement the Council's safety policies and procedures for hostels, including regular safety audits, fire drills, ensuring that fire equipment and standards in hostels comply with legislation pertaining to Houses in Multiple Occupation.
- To work weekend and unsocial hours when required.

Social Welfare

- To be responsible for coordinating the work with internal and external agencies, ensuring any agreed support plans are implemented and reviewed when necessary.
- To provide a support service for residents by offering advice and guidance, dealing with residents' complaints by continuously improving and reviewing liaison with social welfare agencies and voluntary organisations in order to provide an effective and efficient support service.
- To be responsible for the co-ordination of services for people with complex needs, including those with personality disorders and physical disabilities, refugees and those with alcohol or drug abuse problems and to follow through by participating in case conferences and attend relevant meetings.
- To liaise with housing solutions officers and provide relevant information on clients' individual needs, and to advise clients on Council decisions when offers of accommodations are made.
- To support residents in their move on to more stable accommodation, ensuring residents are ready to move and assist by accompanying viewings, setting up move on services where need be.

- To investigate members enquires, complaints and/or general enquiries and response to the resident or advocate.
- To be responsible for the development of effective channels of communication with residents, facilitating their activities and encouraging feedback on the quality and effectiveness of services provided in the hostel through focus group, residents meeting and customer satisfaction surveys.
- To participate in the planning and the development of the services as identified in the departmental business plan.
- To operate a rota system and to organise cover in staff absence.
- To attend court if required on cases where hostel responsible for and to prepare reports when required.
- To be responsible for the bookings and movement of residents as set down in the procedure, including updating information held on the computer system.
- To be responsible for all administrative duties work in connection with the above.

Corporate Responsibilities:

- Assist with maintaining and improving quality standards to ensure that the service provided meets agreed specifications. Promote pride in the public service, put the customer first and provide value for money.
- Actively participate in Team Meetings and other meetings relating to the duties of the post and attend training courses, reporting information obtained for the benefit of all staff. In addition assist with the induction and training of new employees where appropriate.
- Liaise with and give advice to other officers in order to achieve the overall aims and objectives of the Council.
- Promote and implement the Council's policies on Equal Opportunities and Health and Safety by delivering, upholding and encouraging the highest standards of behaviour.
- Carry out any other duties and responsibilities of a similar nature which reflect the level of those described which may be reasonably be required by Senior Management.

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Key performance indicators

- Monthly Health & Safety
- Number of hostel inspections
- Number of days to turn void round
- Monitoring contract compliance
- Processing of orders via Business World
- Number of care plans signed up

Key relationships (internal and external)

- Housing Colleagues
- Legal Team
- Procurement Team
- Contractors and Suppliers
- Representatives in the voluntary sector
- Housing Customers
- External partners
- Support Workers

Authority level

- The post-holder will be required to participate in the development of a service plan for the service.
- The post-holder will need to be accountable for managing policy development and service improvement in this area of work.

Additional Requirement

- None

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Essential knowledge, skills and abilities

1. Sound knowledge of the relevant Housing Legislation relating to Homelessness and Housing Management
2. Knowledge of welfare benefits and advice
3. Excellent communication skills, both verbal and written
4. Excellent customer relations skills and providing a customer focused service
5. Experience of and ability to use, record and produce documents using various IT packages
6. Previous experience of managing accommodation on a day-to-day basis
7. Knowledge of legislation governing HMO's including Health & Safety
8. Ability to develop and maintain effective partnerships with a variety of agencies and departments
9. Experience of lone working and working with vulnerable households in residential settings

Essential qualification(s) and experience

1. **5 x GCSE's Grade C or above or equivalent housing related qualification or relevant work experience**

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards

