

Job Description

Temporary Accommodation Manager



Directorate:	Operations
Team:	Supported Housing
Role Type:	Flexible
Reports to:	Team Leader
Direct Reports:	N/A
Overall Job purpose:	
<p>Work as part of a team providing day to day support to vulnerable individuals and families living in short stay accommodation.</p> <p>Work closely with external organisations, including PCC Housing Needs and DWP to ensure residents are supported and working towards sustainability of accommodation that leads to independent living when moving on.</p>	
Core responsibilities:	
<ul style="list-style-type: none"> • Liaise closely with Peterborough Housing Needs team to place residents in short stay accommodation, matching their needs sensitively to the accommodation available. Completing associated paperwork, inputting data and preparing individual support plans in line with the residents' needs. • Ensure residents receive all relevant information relating to the accommodation, including payments of rent and charges, understand the conditions of the licence agreement particularly concerning fire regulations and other information relating to the wellbeing of all residents. • Assist residents to access specialist help if required and in obtaining and completing relevant application forms. Liaise with statutory and voluntary organisations and private landlords, respecting client confidentiality and working within data protection guidelines. • Encourage residents to maintain their short stay accommodation licence and support in developing their life skills including advice on basic safety and hygiene matters. 	

- Cover for the Team Leader in their absence and to be flexible in providing cover for other colleagues as and when required. Work within the short stay accommodation rota, including Saturdays, subject to the needs of the service.
- Maintain the best use of the accommodation at all times, ensuring minimum disruption to existing residents where internal moves are essential, checking rooms are prepared and cleaned to a satisfactory standard.
- Manage voids to minimise any loss of income.
- Ensure effective communication is maintained at all times with all colleagues and night support employees by consistent use of the short stay accommodation log books and clients records.
- Monitor status of HB applications and manage rent arrears including making agreements with residents, using the escalation process on the rent account monitoring system.
- Maintain the day to day housekeeping in the short stay accommodation, to include; repairs reporting, health and safety checks and occasional clearing and cleaning of rooms.
- Proactively work to maintain a safe and secure environment and to manage anti-social behaviour issues within the short stay accommodation and to raise safeguarding concerns.

Key Relationships

- Direct day to day contact with short stay accommodation residents
- Maintain links with Peterborough Housing Needs, DWP, local, voluntary and statutory services in support of residents including health services, drug and alcohol agencies, and social services.
- Liaise with the income management team to ensure arrears actions are completed and that tenants are appropriately supported.
- Liaise with repairs team and contractors to ensure timely repairs.

Dimensions:

- Responsible for support and interventions on behalf of residents to address support needs, liaising with internal and external agencies or signposting as required.

Action

Commitment

Excellence

Integrity

Teamwork

- Responsible for maintaining residents notes and communication with all members of the team with regard to respecting client confidentiality and working within data protection guidelines.
- Responsible for carrying out health and safety building checks and highlighting issues for remedial action.

Additional information:

DBS Required – ENHANCED

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

Person specification

Requirements	Essential Criteria	Desirable Criteria
<p>Knowledge and experience Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</p>	<ul style="list-style-type: none"> • Knowledge of welfare benefits and statutory and voluntary services available for vulnerable adults. • Experience of working with vulnerable groups 	<ul style="list-style-type: none"> • Experience of health and safety matters
<p>Skills and abilities Describe the skills and abilities required to do the job effectively</p>	<ul style="list-style-type: none"> • Effective communication skills both orally and in writing. • An ability to communicate effectively on a one-to-one basis with vulnerable clients. • Ability to empathise and display sensitivity 	

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	<p>to client's personal circumstances.</p> <ul style="list-style-type: none"> • Ability to work alone and as part of a small team • Ability to use IT to maintain records and extract information. • Ability to build effective working relationships with colleague, residents and partner organisations 	
<p>Personal behaviours and style</p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> • Action: Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i> • Commitment: Putting customers first. <i>Being customer focussed; delivering excellent services to external and internal customers. Adopting a flexible approach.</i> • Excellence: Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i> • Integrity: Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i> • Teamwork: Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i> 		
<p>Qualifications</p> <p><i>Please state the level of education and professional qualifications and/or specific occupational training required</i></p>	<ul style="list-style-type: none"> • Good general standard of education 	<ul style="list-style-type: none"> • A social care qualification or equivalent
<p>Additional requirements</p> <p><i>Detail any additional requirements for the role e.g. able to work shift</i></p>	<ul style="list-style-type: none"> • Must be able to provide a suitably insured vehicle for use in connection with the 	



<i>patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	duties, including carrying clients when necessary.	
Version control:		
JD authorised by (Director):	Mary Bryce	Date: 22 July 2022

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