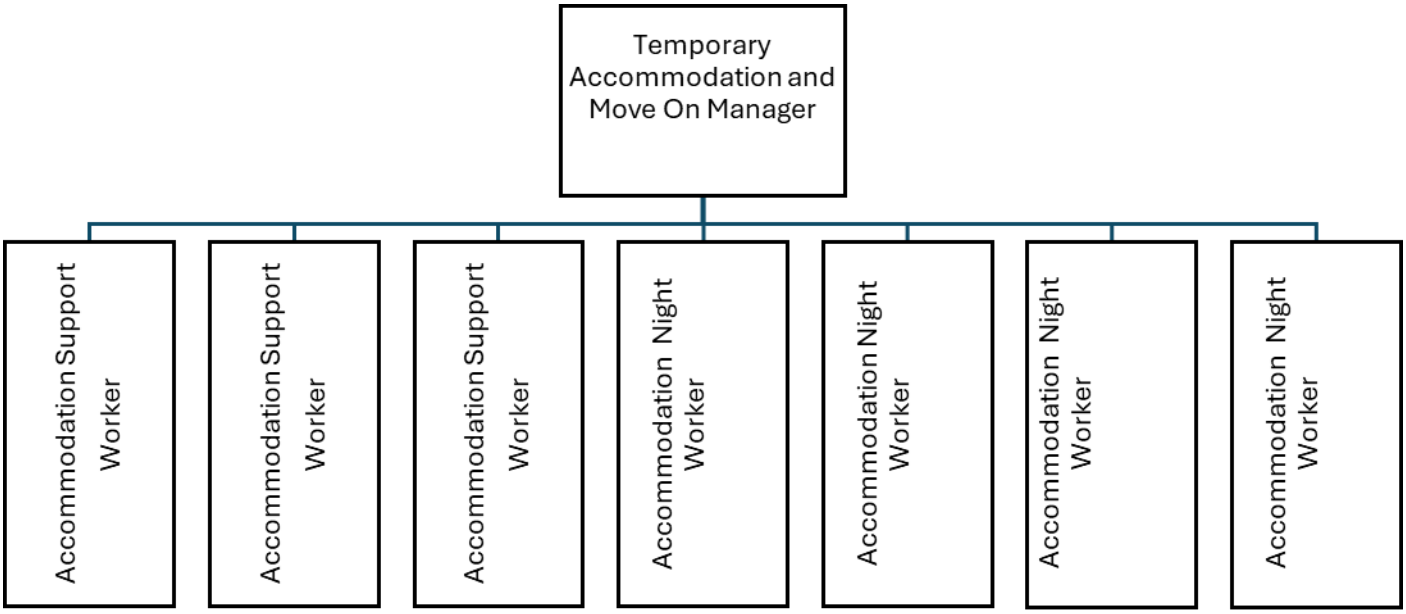
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Economy & Place
SECTION:	Strategic Housing (People)
LOCATION:	Number One Riverside, Rochdale
JOB TITLE:	Accommodation Night Worker
POST NUMBER:	SHPELC000001
Grade:	4
Accountable to:	Temporary Accommodation and Move-on Manager
Accountable for:	NA
Hours of Duty:	37 hours per week – working shifts on a rota between 10 pm and 8.30am
Any Special Conditions of Service:	The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of a building which is wholly owned, leased or operated and occupied by Rochdale Borough Council. This includes 'vapes'. This post is not Politically Restricted in accordance with the current regulations. Attendance at occasional meetings during office hours, which will be compensated for in accordance with local conditions of service. Casual user car allowance In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with the members of the public and provide advice in accurate spoken English This post is subject to an Enhanced DBS under Adult Workforce

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

ORGANISATIONAL CHART



PURPOSE AND OBJECTIVES OF THE JOB

To work as part of a team to deliver high quality Homelessness Accommodation services so that customers receive high levels of support and guidance, ensuring they receive the most appropriate move on and support available to meet their needs.

Control of Resources

Personnel

Responsible for the direction, support and motivation of self.

Financial

Responsible for working in accordance with the financial regulations and procedures of the Authority.

Responsible for that part of the Service's resources, which relate to the work of the post-holder.

Equipment/Materials

To be responsible for all materials and equipment issued to the post-holder or used by staff allocated to the post-holder.

Health/Safety/Welfare

Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

Equality and Diversity

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

Training and Development

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

Relationships (Internal and External)

Internal

- Management and staff of the Strategic Housing Service
- Management and staff of other Services within the Authority
- Wider Leadership Team
- Elected Members
- Internal Contractors
- Township Offices

External

- Members of the public
- Management and staff of partner organisations
- Representatives of community groups, voluntary organisations and business community
- Staff of Government departments
- Homes and Communities Agency
- Staff and management of other Local Authorities
- Registered Provider partners
- Greater Manchester Combined Authority
- Academic institutions
- Housing working parties
- Delivery partners
- Local housing providers, managing agents and estate agents
- Local MPs
- Media
- Voluntary sector partners

Responsibilities

The postholder must -

(i) Perform his/her duties in accordance with Rochdale Council's Equality and Diversity Policy.
(ii) Ensure that Rochdale Council's commitment to public service orientation and care of our customers is provided.

Values and Behaviours

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

Strategic Housing's principles to support the way we work as a service and to achieve our vision:

- We **build trust** in our service by delivering a consistent experience for everyone

- We **work in solidarity** with colleagues and people, recognising and responding to the changing needs of our borough and services

- We **achieve through taking shared responsibility** and challenging each other to continuously have a positive impact on people's lives

Principal Duties

1. To assist service users into the accommodation, completing basic forms, collecting and verifying information and providing basic information on the processes involved in the various different services available through the Homelessness Service (e.g. Housing benefit forms, Income support, licence agreements, house rules and procedures etc.)

2. To undertake Health and safety checks of the property and notify senior member of staff if there are any issues raised. To report repairs to the appropriate department/agency.

3. To be familiar with and undertake training for safeguarding and child protection matters including reporting procedures and policies, and to make referrals to these departments as appropriate.

4. To take part in domestic duties such as cleaning, laundry and preparation of accommodation for re-letting.

5. To assist the Accommodation Support worker in the collation of information for support work and its delivery, making appointments, maintaining regular contact with service users and relevant agencies, following up information required to progress an application for housing etc).

6. To liaise with a variety of people and agencies to ensure blockages do not occur in any part of the application for Housing Benefit process, e.g. benefits information, in line with rent collection procedures and policies.

7. To undertake checks on systems and with other agencies with regard to risk assessments in line with Homelessness service and RBC policies and procedures. To challenge behaviour at the accommodation in an appropriate manner which threatens the quiet enjoyment of other service users in accordance with policies and procedures.

8. To provide information and support to customers over the telephone and in person or online, in terms of any enquiry relating to Homelessness services and taking messages as required and give signposting information.

9. To record data accurately onto appropriate systems, making up manual and digital files and generating all required paperwork.

10. To record and distribute all relevant mail for the accommodation services.

11. To ensure efficient rent collection processes are followed in line with policy and procedure and legislation and RBC procurement and financial policies and procedures, as directed by Accommodation Support Workers or your line manager.

12. To initiate appropriate action to meet the needs of customers, including making positive referrals to other statutory and voluntary agencies.

13. To assist in the preparation of reports on the outputs achieved and other statistical information for managers and government agencies, on the work of the Homelessness Service.

14. To ensure that forms used by the service are up to date and appropriate stock levels maintained.

15. To maintain effective liaison with other services, statutory and voluntary sector agencies and to foster partnership working.

16. To maintain all pertinent records (manual and computerised) to comply with requirements of the section, service, service group, council or government.

17. To keep up to date with developments in the field of Homelessness and associated housing issues and actively participate in training provided.

18. To positively represent the Homelessness Service at council meetings, working groups, public meetings, and advisory groups (both internal and external to the council).

19. To act as a positive role model and assist in the motivation of all staff within the Homelessness Service.

20. To undertake any additional duties commensurate with the grade of the post as determined by Line Manager

Secondary Duties

1 To participate in Council programmes of in-service training as a trainee and to train/mentor new members of staff once you are proficient in the role

2 To attend meetings and training as a representative or Rochdale Council

3 Use of the Council's IT system, to include recording of case notes, reports, presentations, meeting minutes, letters etc

4 To attend team meetings and promote team working as appropriate.

5 To undertake any additional duties commensurate with the grade of the post as determined by Line Manager

Job Description prepared by _____ Date _____

Agreed by Postholder _____ Date _____

Supervisor _____ Date _____

_____ _____

Service Director _____ Date _____

Rochdale Borough Council
Person Specification

Service :	**Economy & Place**	**Post:**	**Accommodation Worker - Nights**
Section :	**Strategic Housing (People)**	**Post Number :**	**SHPELC000001**
Job Ref:		**Grade:**	**4**

Note to Applicants:
The *Essential Criteria* are the qualifications, experience, skills or knowledge you MUST SHOW YOU HAVE to be considered for the job.
The *How Identified* column shows how the Council will obtain the necessary information about you.
If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you MUST include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.
The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

	Essential criteria	**How Identified:** **AF Application Form** **I Interview** **A Assessment**
(a)	**Special Working Conditions**	
1	Able and willing to work a 24hr shift rota that will include regularly working evenings, nights, weekends and bank holidays.	I
2	Willingness to identify, undertake and actively participate in training and personal development activity	I
3	Willing and able to travel across the borough to cover at different buildings if necessary for service delivery	I
(b)	**Qualifications and Experience**	
4	Please give examples of your good standard of numeracy and literacy	AF/I
5	Tell us about your experience of working with people experiencing homelessness	AF/I
6	Experience of working in a residential environment	I
7	Experience of using IT systems.	I
8	Experience in handling money such as collecting and reconciling service charges.	I
(c)	**Skills and Knowledge**	
9	To have sound knowledge of all issues relating to safeguarding children and vulnerable adults including taking appropriate and timely action to ensure the safety and welfare od vulnerable people using the service	I
10	Flexible approach / willingness to work outside traditional professional boundaries	I
11	Ability to clean and maintain rooms to a required standard so as to ensure that accommodation is available quickly and with minimum voids.	I
12	Demonstration with examples of your good communication skills both written and oral	AF/I
13	Ability to liaise with a diverse range of service users and other agencies.	I

14	Ability to effectively organise own workload and to make appropriate decisions in the absence of senior officer.	I
15	Tell us about your ability to access, interrogate and maintain electronic information systems, databases and files	AF/I
16	Tell us about your ability to identify Safeguarding concerns and follow procedures to report them	AF/I
17	Ability to plan and prioritise work	I
18	Ability to work as part of a team and without constant supervision	I
19	Be resilient, self motivated with a positive attitude and ability to progress matters to a conclusion.	I
20	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post	I
(d)	**Behaviours and Values**	
21	Our corporate behaviours - • **Pioneering and Open** in our approach - we are ambitious for the people and place of Rochdale and will think creatively about how to deliver the best possible outcomes, working collaboratively with local people and partners. • **Proud** of the difference we make - we'll celebrate and share our achievements and act as ambassadors for the borough of Rochdale. • **Passionate** about the diversity of the borough - we love the diversity within our workforce and local communities and will strive for excellence in meeting their different needs and aspirations. Please confirm your ability to meet with enthusiasm and willingness to adhere to these values and behaviours in your role.	I