

# **ROCHDALE BOROUGH COUNCIL**

## **JOB DESCRIPTION**

<b>SERVICE:</b>	Economy & Place
<b>SECTION:</b>	Strategic Housing (People)
<b>LOCATION:</b>	Number One Riverside, Rochdale
<b>JOB TITLE:</b>	Casual Night Accommodation Worker
<b>POST NUMBER:</b>	
<b>Grade:</b>	Grade 4
<b>Accountable to:</b>	Temporary Accommodation and Move-on Manager
<b>Accountable for:</b>	NA
<b>Hours of Duty:</b>	Shifts offered on a casual basis 10pm – 8.30am
<b>Any Special Conditions of Service:</b>	<p>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’.</p> <p>This post is not Politically Restricted in accordance with the current regulations.</p> <p>Some out of hours working and attendance at evening meetings, which will be compensated for in accordance with local conditions of service.</p> <p>Casual user car allowance</p>

**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**

**TO BE ADDED**

## **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 of 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 \_\_\_\_\_