

JOB DESCRIPTION

JOB TITLE:	Allocations Officer (L1 & L2)
LOCATION:	Across Derventio Housing Trust's offices and project locations
ACCOUNTABLE TO:	Head of Service/Assistant Director

All contracts are based on a 40-hour week (pro rata + or -)

This role will require you to undertake an enhanced Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

As part of the allocations team.

Allocate accommodation: manage referrals and referral processes, interviews and assessments, allocation decisions, match applicants to property.

Manage voids, complete void reports.

Build and maintain excellent relationships with external partners and referral agencies, and internal housing and support teams.

You will contribute to the support and resettlement of clients/residents, covering a wide variety of tasks that contribute to fixing broken lives, and people who face multiple and complex barriers.

Essential:

- Work as part of a team to achieve required outputs.
- Act in line with agreed procedures and processes.
- Motivated to achieve performance targets.
- High standard of confidentiality and professionalism.
- Discretion, trustworthiness, tact and diplomacy to deal with highly sensitive matters.
- Experience with Microsoft Office and able to learn case management software.
- Good oral and written communication skills.
- Efficient, accurate and good attention to detail.

DUTIES AND RESPONSIBILITIES OF THE POST

1. Key job purpose is to allocate the companies accommodation, managing referrals and referral process, interviewing and assessing suitable candidates who require supported housing.
2. Develop and maintain referral networks and maintain excellent working relationships with eg, local authorities, adult social care, probation, health services and other statutory agencies.
3. Ensure that all referrals are dealt with promptly, and within company timeframes so that those that require supported housing are interviewed in a timely manner and not kept waiting.
4. To make allocation decisions ensuring that all applications for accommodation are treated fairly and in accordance with the Company's policies and procedures. Ensure the right mix of residents in shared housing to balance behaviours.
5. Take prompt action on void units to ensure that they are let within Company timeframes.
6. Ensure that accurate void records are kept for each property and assist in weekly and monthly void reporting.
7. Ensure smooth transition/handover of all new residents to Housing and Support staff so that settling in visits and ongoing management and support are appropriately coordinated in a timely manner.

8. Enable and provide relevant information to colleagues to ensure residents apply for Housing Benefit and/or personal benefits where eligible to maximize income.
9. Work independently and as a team as necessary for the proper performance of the role and to provide a quality service.
10. Where requested provide cover in the team for absences.
11. Broker external housing and/or support solutions as required with other housing providers, landlords, support services.
12. Ensure that residents are kept appropriately informed of changes that may affect them, followed up in writing.
13. Attend meetings with clients/residents as necessary.
14. Work with the Income Recovery team in taking appropriate action to deal with rent and charge arrears.
15. Attend meetings and carry out duties outside of usual office hours (ie evening and weekends) when necessary for the delivery of the service.
16. Provide the line manager accurate and timely reports, statistical data and case studies as required.
17. Report any complaints in the appropriate way following company procedures.
18. Attend training and development as identified and be knowledgeable about supported housing matters and best practice.
19. Attend and contribute to regular Team Meetings and other meetings as directed.
20. Follow all policies and procedures to ensure effective service delivery, pay attention in particular to: Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons, we also reserve the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested.

DEVELOPMENT AND TRAINING

To respond positively to new and alternative systems, and undertake training and development activities as identified.

HEALTH & SAFETY

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY, DATA PROTECTION & GDPR

The Company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act 2018/UK GDPR and subsequent updates.

PROFESSIONAL BOUNDARIES

To comply with the Company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees, other organisations and people that we work with, in the performance of the duties and responsibilities of the post.

SAFEGUARDING

As part of your wider duties and responsibilities you are required to promote and actively support the Company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and

protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone, and anyone who may be vulnerable.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign: _____ Date: _____