**Post Title: MOVE ON OFFICER**

**Service: Planning, Housing & Environmental Health – Housing Solutions Service**

**Reports to: Senior Accommodation Officer**

**Grade: Scale 5/6**

# Job Purpose

The purpose of this role will be to coordinate the placements into and move on of applicants in Temporary Accommodation (TA) by the Council. The postholder will work with the Housing Solutions Officers and TA Officer to ensure that applicants have a seamless end to end service whilst in TA and that their move on options are identified early and are progressed to minimise the use of TA, and where TA is the only option, that stays are short.

Key Functions

1. Responsible for making the best use of TA by allocating placements in the most suitable and cost-effective form of TA, available to the Council in accordance with its legal duties.

1. Once an applicant is placed, liaise with the TA Officer to ensure that sign-ups to TA are completed in a timely manner and applicants are supported in their TA. This would include visiting clients in their TA
2. To complete and update regularly suitability assessments to ensure applicants are placed in the most suitable TA and opportunities can be maximised to move on.
3. To coordinate voids and moves to alternative accommodation within the TA portfolio and ensure the Councils TA is always utilised and record this on the appropriate systems and ensure officers are kept updated.
4. To identify opportunities for the council to end its duties towards applicants in Temporary Accommodation.
5. To maintain regular contact with applicants in TA, and to ensure all options for move on are being discussed, explored, and actioned.
6. To be a single point of access for registered providers around the provision of TA and direct nominations and ensuring these are progressed in a timely manner.
7. To always maintain a strong customer focus in line with our commitment to providing high quality services.
8. Promote effective working relationships with internal departments and external agencies, following referral procedures, protocols, and processes (social services, health, probation, landlords, housing benefit, community safety partnership, CAB, debt advice)
9. Maintain a comprehensive knowledge of housing and related legislation by keeping up to date with current issues and case law relating to Homelessness and the delivery of a legally compliant service.
10. To comply with the duties placed upon employees by the Equalities Act 2010, Data Protection Act 2018 and the Councils Health and Safety and Safeguarding Polices. To act in accordance with all instruction, information and training required in relation to these Acts and Policies.
11. Carry out any other duties appropriate to the post which may be requested from time to time including participating in the Council’s out of hour’s service as required. This would include participating in the out of hours service

Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake.

**Behavioural Competencies**

• Ability to demonstrate understanding and commitment to the organisation and its visions and values.

• Customer focussed with the commitment to put customers (internal and external) first, with the ability to deliver a consistently high-quality service.

• Demonstrates a positive “can do” approach to change and is improvement focussed with the ability to identify opportunities to improve performance.

• Ability to assess, be creative and respond accordingly to the situation.

• Ability to negotiate and liaise.

• Demonstrates consistency, integrity and accountability.

• Demonstrates drive and a desire to work well to improve individual and organisational performance.

• Ability to communicate clearly and effectively and to work co-operatively with colleagues, internal and external partners, working pro-actively across cultures, organisational boundaries, sharing information, new knowledge and ideas.

• Aware of impact and appropriateness of own personal style. Accepts accountability and responsibility for own actions and able to work part of a team, showing commitment to team goals and values.