

**Manchester City Council
Role Profile**

**Rehousing Officer, Grade 5
Housing Services, Neighbourhood Directorate
Reports to: Senior Rehousing Officer
Job Family: People Care and Support Indirect**

Key Role Descriptors:

The role holder will ensure the provision of appropriate services to ensure service users are fully supported to increase opportunities to maximise their independence.

The role holder will carry out assessments to determine service users' needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will actively work with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

Key Role Accountabilities:

Understand the social care needs of service users and respond to their individual needs by providing and where appropriate promoting access to relevant services to promote their independence.

Work collaboratively with partner agencies and stakeholders to actively provide an efficient assessment service to improve positive outcomes for service users.

Identify and where appropriate refer through the appropriate channels safeguarding issues and risks of service users. Assist in safeguarding investigations to ensure better outcomes for service users and continuous improvement of service delivery.

Maintain records and monitoring information and ensure procedures are followed to produce accurate and appropriate reports to evidence of the achievement of service performance and efficiency.

Proactively participate in initiatives and future changes to service delivery to ensure the implementation of new strategies and continuous improvement of the service model available to service users.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The primary function of the Rehousing Service within Housing Services is to administer all aspects of rehousing applications and provide a customer focussed service to all applicants on the Manchester Housing Register. (Manchester Move).

The service works to ensure that applications are accurate, advice is timely and of high quality to applicants, colleagues, advocates and other Council officers. Advice is given in writing, on the telephone and face to face.

The role of the Rehousing Officer is to undertake a variety of administrative tasks to ensure that applicants for housing have accurate applications and access to high quality advice for both this and related services.

The Rehousing team is also part of the Wider Manchester Move service who co-ordinate the central housing register services across other Registered Providers.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

Planning and Organising Skills: Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority

Communication Skills: Ability to communicate clearly, concisely, accurately and in ways that promote understanding. An ability to listen and be empathetic.

Problem Solving and Decision-Making Skills: Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Ability to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgment in escalating issue where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.

Administrative Skills: Good level of literacy and numerical skills to undertake calculations and produce letters and other documentation.

IT Skills: Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Creative Skills: Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

Technical Requirements (Role Specific)

Technical requirements (Role Specific)

- Must consent to and apply for a DBS disclosure check.