

Job Description

Job Title	Resettlement and Move On Officer
Directorate	Neighbourhoods & Housing
Service Area	Housing Options
Grade	6
Competency Level	2
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9695

Job Purpose

To alleviate homelessness by supporting individuals and families through their resettlement and Move On journey into suitable, sustainable and settled accommodation. This includes addressing housing needs, managing those in emergency, interim and temporary accommodation, and ensuring the discharge of statutory duties in collaboration with internal and external stakeholders.

There may also be a requirement to directly manage tenants in council leased properties.

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Resettlement and Move On Team Leader

Main Areas of Responsibility:

Client Support and Re-Housing

- Take a collaborative approach with the client to implement the actions within their Personalised Housing Plan, updating and reviewing as required, providing tailored advice and assistance to secure settled accommodation
- Facilitate the discharge of statutory homelessness duties by ensuring timely and appropriate rehousing, ending homeless duty appropriately and in line with relevant homeless legislation
- Undertake risk and needs assessments for clients when necessary, referring to internal teams or external agencies for additional support as required
- Engage directly with clients in temporary accommodation, supporting their move into independent or supported housing, conducting regular reviews, monitor housing plan progress, and issue notices such as warning or non-cooperation letters
- Provide tenancy sustainment support for clients transitioning into permanent accommodation to reduce the risk of tenancy breakdown

Management of Temporary Accommodation

- Oversee the placement of clients into temporary accommodation and ensure timely progression into long-term housing solutions

- To provide tenancy management and maintain liaison with licensor / landlord where the Council has leased properties for use for temporary accommodation
- Undertake basic checks at private rented properties used for rehousing to ensure suitability, in line with the Suitability of Accommodation Order 2012.
- Maintain and report on systems for tracking and managing temporary accommodation usage and financials ensuring efficient allocation and availability and audit

Collaboration and Partnership

- Develop and maintain partnerships with Council departments, housing providers, landlords, and support agencies to secure housing solutions for homeless clients
- Work collaboratively with service providers to address client needs, improve Move On outcomes, and reduce time spent in temporary accommodation
- Negotiate with clients and housing providers to set realistic expectations and secure mutually agreeable housing solutions

Data and Performance Management

- Ensure accurate and timely recording of all client interactions, housing placements and case closures on IT and manual systems
- Comply with financial processes related to temporary accommodation, including bond claims and affordability assessments for clients

Other

- To carry out any other tasks reasonably required of the post holder commensurate to the grade

- Actively contribute to building a collaborative, inclusive, and professional team culture

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time
- This role will require visiting clients at their accommodation

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally

- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Level 3 qualification (or equivalent) in a relevant to homelessness, housing, social work equivalent or related field, or extensive proven experience in a similar role (A)

Desirable

- Training in mental health awareness, substance misuse, or domestic abuse support
- Certification in trauma-informed care

Experience

Essential

- Proven experience in relieving homelessness and delivering housing-related support services in a trauma-informed manner (A/I)
- Comprehensive knowledge of homelessness legislation, including the Housing Act 1996 and the Homelessness Reduction Act 2017, and other relevant legislation impacting those experiencing homelessness (A/I)
- Substantial experience of interviewing and negotiation skills including direct experience of working to prevent and relieve homelessness (A/I)

- Experience working with vulnerable individuals and working with providers of temporary accommodation settings (A/I)
- Knowledge of private rented sector practices and property suitability standards (A/I)
- Knowledge of the social and financial costs of homelessness to individuals, the local authority, and other authorities (A/I)

Desirable

- Knowledge of Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation

Skills/Abilities

Essential

- Strong communication and interpersonal skills to effectively engage with clients, colleagues, and external partners (A/I)
- Excellent organisational and time management abilities to manage competing priorities (A/I)
- Analytical and problem-solving skills with ability to think creatively to address complex housing issues and implement effective solutions in a sensitive manner (A/I)
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them (A/I)
- Proficiency in using IT systems to maintain accurate client records.
- High degree of professionalism and integrity (A/I)

Desirable

- Competence in conducting risk and needs assessments and developing tailored support plans

Commitment

Essential

- Empathy, patience, and a non-judgmental approach to working with people from diverse backgrounds (A/I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes
- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness

Other

Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours