

Disgrifiad Swydd

Teitl y Swydd	Swyddog Opsiynau Tai (Cyswllt Sector Rhentu Preifat)
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	Graddfa 8
Pwynt/iau Cyflog	18 – 22
Cyflog	£29,269 - £31,364
Pwrpas y Swydd	<p>Gweithredu fel cyswllt ar gyfer landlordiaid a thenantiaid y sector rhentu preifat i sicrhau a diogelu tenantiaethau opsiynau tai cynaliadwy.</p> <p>Sicrhau perthynas waith effeithiol â landlordiaid y sector rhentu preifat, a'u cynorthwyo i reoli eiddo mewn ffordd gyfrifol a chynyddu'r opsiynau tai ar gyfer y Cyngor.</p> <p>Darparu cymorth i denantiaid newydd y clustnodwyd eiddo ar eu cyfer dan unrhyw rai o ddyletswyddau a chynlluniau'r Cyngor sy'n sefydlu tenantiaethau mewn modd cynaliadwy. Mae'r cynlluniau'n cynnwys llety dros dro, llety â chymorth, cynlluniau prydlesu, cynlluniau mynediad, hawliau enwebu ac ati.</p> <p>Delio ag amrywiaeth eang o sefyllfaoedd a phroblemau cymhleth yn unol â'r gofynion statudol dan Rhan 2 o Ddeddf Tai (Cymru) 2014; a chymryd camau priodol i atal neu liniaru digartrefedd, a datblygu atebion ymarferol drwy ddarparu ymyriadau amserol, cyngor tai cynhwysfawr, gwybodaeth ac eiriolaeth.</p>
Lleoliad	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37 awr yr wythnos (hyblyg dros 7 diwrnod)
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Swyddog Tai – Llety Argyfwng a'r Sector Rhentu Preifat
Cyfrifoldebau Goruchwylio / Rheoli	Dim
Atebolrwydd	<p>Mae'n ofyniad parhaus bod deiliad y swydd yn gweithio ar ei liwt ei hun, er bod modd cael cymorth ac arweiniad bob amser gan y rheolwr llinell ac Ymarferwyr Tai eraill, yn ogystal â deddfwriaeth, canllawiau lleol a chenedlaethol neu Godau Ymarfer.</p> <p>Fel Awdurdod Lleol, rydym wedi ymrwymo i sicrhau diogelwch a lles plant, unigolion a theuluoedd, ac er mwyn cyflawni'r nod hwnnw, mae angen inni fod yn hyderus bod ein dull o ddatblygu'r gweithlu, asesu a chynllunio gofal yn seiliedig ar dystiolaeth o arfer gorau ac arloesol. Bydd Ceredigion yn darparu gwasanaethau cynaliadwy o ansawdd da gan ddefnyddio dulliau cydgynhyrchiol a chydweithredol, gyda ffocws pendant ar yr hyn sy'n bwysig o ran diogelwch a lles pobl. Rydym wedi ymrwymo i weithio gyda phlant, unigolion a theuluoedd, a chyda'n hasiantaethau partner ar draws bob sector er mwyn gwneud gwahaniaeth positif i fywydau pobl. Bydd y Fframwaith Ymarfer Arwyddion Diogelwch yn greiddiol i bob agwedd o'r modd y darperir gwasanaethau ar draws y sefydliad corfforaethol. Bydd hwn yn sicrhau mwy o gysondeb ac eglurder o ran yr hyn y gall unigolion a theuluoedd ei ddisgwyl oddi wrthym ar draws y continwrm o angen. Mae'r Fframwaith Arwyddion Diogelwch yn sicrhau bod yna bwyslais ar adeiladu cryfderau unigol,</p>

	teuluol a chymunedol, ynghyd ag asesu trylwyr i bennu nodau clir, a fydd yn galluogi'r sefydliad i ddarparu'r cymorth iawn ar yr adeg iawn i bobl yng Ngheredigion.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	
Dyletswyddau a chyfrifoldebau	
<ol style="list-style-type: none"> 1. Gweithio gyda defnyddwyr gwasanaethau sy'n wynebu argyfwng i ddarparu cefnogaeth, cyngor a chymorth sy'n canolbwyntio ar atal digartrefedd, a hynny ar nifer eang o faterion, gan gynnwys ôl-ddyledion ariannol, perthynas yn chwalu, trais domestig, opsiynau tai, problemau morgais, cyngor ar ddyledion, materion tai a lles, ac unrhyw broblemau rhwng landlordiaid a thenantiaid. 2. Pennu cymhwysedd yn unol â Deddf Tai 2014, cyfweld ag unrhyw ddefnyddwyr gwasanaethau cymwys sy'n ddigartref neu mewn perygl o fod yn ddigartref, gan ddefnyddio amrywiaeth o dechnegau cyfweld, gyda'r nod o gymryd camau ataliol ar draws ystod eang o feysydd, darparu cyngor a gwybodaeth gynhwysfawr, cyfeirio at sylw partneriaid, sefydliadau a gwasanaethau, yn ogystal ag asiantaethau eraill, gwasanaethau cyfryngu, negodi â landlordiaid/morgeiswyr preifat, ymgysylltu â darparwyr cymorth, yr Adain Budd-dal Tai / tîm Taliadau Tai yn ôl Disgresiwn, ymgysylltu â Landlordiaid Cymdeithasol Cofrestredig sy'n bartneriaid i sicrhau llety amgen. 3. Asesu a phennu anghenion tai a chymorth defnyddwyr gwasanaethau a datblygu Cynlluniau Tai Personol gyda chleientiaid, gan osod y camau arfaethedig, llinellau amser, a dyddiadau adolygu. 4. Cynnal asesiadau fforddiadwyedd gyda chleientiaid a sicrhau'r mwyaf posib o incwm i osgoi digartrefedd posib; datblygu lefel uchel o wybodaeth ac arbenigedd ar gymhwysedd o ran budd-daliadau lles. 5. Ymweld â chartrefi fel bo angen i bennu anghenion cymorth, a darparu cyngor sy'n canolbwyntio ar atal digartrefedd. 6. Cynnal archwiliadau ac ymchwiliadau manwl i sefydlu'r ffeithiau mewn perthynas ag achosion unigol, a gwneud penderfyniadau sy'n cydymffurfio â deddfwriaeth, er mwyn pennu a yw'r awdurdod lleol dan ddyletswydd statudol. 7. Bod yn bwynt cyswllt cyntaf ar gyfer landlordiaid y Sector Rhentu Preifat sydd am gael mwy o wybodaeth ynghylch tenantiaeth a rheoli eiddo, darparu cyngor uniongyrchol a chyfeirio at ffynonellau eraill megis Rhentu Doeth Cymru. 8. Cydweithio'n effeithiol â landlordiaid, gan gynnal perthynas dda er mwyn hyrwyddo defnydd diogel a chynaliadwy o lety'r sector rhentu preifat yn y Sir. 9. Cynorthwyo i ddod o hyd i lety ychwanegol ar gyfer cynlluniau'r Cyngor, gan gynnwys: <ol style="list-style-type: none"> a. Llety dros dro b. Llety â chymorth c. Cynllun prydlesu d. Cynlluniau mynediad y Sector Rhentu Preifat e. Hawliau enwebu f. Cynlluniau eraill a ddatblygir i ddarparu llety. 10. Sicrhau bod unrhyw lety o'r fath yn cwrdd â'r safonau gofynnol, a all gynnwys archwilio eiddo mewn perthynas â'r System Mesur Diogelwch ar gyfer Tai (HHSRS). 11. Cadw cronfa ddata o lety o'r fath, gan sicrhau bod gofynion cyfreithiol mewn perthynas â rheoli eiddo yn cael eu bodloni. 12. Gweithio gyda'r rheolwr llinell, uwch-swyddogion ac eraill i fonitro ac adolygu'r llety sydd ar gael mewn perthynas â'r angen a'r galw. Nodi mathau o eiddo all fod eu hangen yn sgil hynny. 13. Cynorthwyo i ddatblygu unrhyw gynlluniau mewn perthynas â'r sector rhentu preifat yn y dyfodol, cydweithio â rhanddeiliaid eraill i geisio dod o hyd i atebion tai cynaliadwy a fforddiadwy ar gyfer y Sir. 14. Gweithio'n agos a'r tîm Opsiynau Tai i sicrhau llety priodol ar gyfer tenantiaid dan ddyletswyddau Rhan 2 Deddf Tai (Cymru) 2014. 15. Gweithio â thenantiaid a osodwyd yn y Sector Rhentu Preifat dan y dyletswyddau hyn, i'w helpu i gael a sefydlu adneuron, cael help i dalu rhent, gwneud cais am fudd-daliadau, gan gynnwys cydweithio ag asiantaethau budd-dal fel bo angen. 16. Sefydlu tenantiaethau fel bo angen dan gynlluniau penodol, gan sicrhau proses gywir o gasglu a lledaenu gwybodaeth rhwng landlordiaid a thenantiaid. 17. Datblygu pecyn hyfforddiant ar gyfer tenantiaid newydd er mwyn diogelu'r denantiaeth a darparu hyfforddiant fel bo angen. 	

18. Monitro ac ymweld yn gyson â deiliaid llety dros dro a llety â chymorth, a chymryd unrhyw gamau perthnasol yn sgil canfyddiadau, gan gynnwys cydweithio â darparwyr cymorth a landlordiaid i helpu i ddatrys problemau.
19. Ymweld yn ddyddiol â chartrefi defnyddwyr gwasanaethau unigol sydd o natur di-drefn ac ag anghenion cymhleth, gyda thuedd bosib i gynddeiriogi yn dreisgar. Bydd hyn yn golygu y bydd angen i'r swyddog wisgo camera corff neu gyfarpar arall fel sy'n briodol.
20. Mynychu cyfarfodydd aml-asiantaeth fel bo angen mewn perthynas ag ymddygiad a rheoli tenantiaid, a darparu gwybodaeth gyfredol.
21. Ymgysylltu â, a chefnogi datblygiad yr Hwb Asesu Cymorth Tai gan sicrhau bod asesiad gwasanaethau'r Grŵp Gwasanaethau Tai yn elfen annatod o'r Hwb.
22. Paratoi, cynorthwyo ac ymgymryd â gwaith hyrwyddo a digwyddiadau hyfforddi, gan gynnwys darlithoedd a chyflwyniadau ar faterion sy'n gysylltiedig â'r swydd, ar gyfer staff mewnol a rhanddeiliaid allanol megis y Fforwm Landlordiaid.
23. Cynorthwyo i roi'r Cynllun Gwasanaeth blynyddol ar waith mewn perthynas â gweithgareddau Tai.
24. Meddu ar, a datblygu gwybodaeth arbenigol gyfredol o brif feysydd gwaith y swydd, gan gynnwys yr wybodaeth ddiweddaraf am y ddeddfwriaeth bresennol, arferion gorau, a pholisïau'r cyngor a'r gwasanaeth mewn perthynas â'r maes gwasanaeth.
25. Darparu cyngor, arweiniad ac arbenigedd ar bob lefel i ddefnyddwyr y gwasanaeth a staff eraill sy'n gweithio ym maes tai a meysydd eraill.
26. Darparu cyngor a chymorth arbenigol i'r Rheolwr Corfforaethol a'r Rheolwr Llinell.
27. Paratoi adroddiadau ar y gwasanaeth, adroddiadau pwyllgor, a phan fo'n briodol, cyflwyno adroddiadau o'r fath.
28. Cyflawni unrhyw ddyletswyddau eraill all fod yn berthnasol mewn perthynas â swydd o'r natur hon.

Cyffredinol

Bydd deiliad y swydd yn:

1. Gweithio tu allan i oriau swyddfa arferol ar adegau i sicrhau bod yr awdurdod yn cwrdd â'i gyfrifoldebau mewn ffordd gywir ac effeithiol, ac i ddarparu cwsmeriaid â'r lefel briodol o wasanaeth.
2. Gweithredu o leoliad swyddfa a gytunir, ond gall fod angen gweithio o swyddfeydd eraill o fewn y Sir yn unol ag anghenion y gwasanaeth, neu o leoliad cartref addas.
3. Bod yn gyfrifol am, a bod yn gwbl ymwybodol bob amser o ofynion iechyd a diogelwch y gwasanaeth. Bod yn gyfrifol am eich diogelwch eich hun, a pheidio â pheryglu diogelwch eich cydweithwyr, eich staff, ac aelodau eraill o'r gweithlu, na'r cyhoedd yn gyffredinol, wrth gyflawni dyletswyddau swyddogol.
4. Cyflawni unrhyw ddyletswyddau eraill sy'n briodol i'r swydd y gellir gofyn i'r swyddog eu gwneud o bryd i'w gilydd. Nid yw disgrifiadau swydd yn ddogfennau terfynol ac ni fwriedir iddynt eithrio unrhyw dasg y gellid disgwyl yn rhesymol i ddeiliad y swydd ei chyflawni yn dilyn newid yn y ddeddfwriaeth a pholisïau'r Cyngor.
5. Gweithredu'n gadarnhaol a sicrhau cydymffurfiaeth â pholisïau, gweithdrefnau, côd ymarfer a mentrau'r Cyngor o ran cyfle cyfartal, safonau'r gwasanaeth ac iechyd a diogelwch.
6. Bydd yn ofynnol i ddeiliad y swydd gadw at gôd ymddygiad y swyddogion a fabwysiadwyd gan y Cyngor.

Manyleb Person

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	<p>CIH/NVQ lefel 4 ym maes tai/cymorth tai neu faes perthynol</p> <p>Ardystiad budd-daliadau lles.</p> <p>Gwybodaeth o'r ddeddfwriaeth dai bresennol a deddfwriaeth arall berthnasol.</p> <p>Cymhwyster lefel ymarferwr HHSRS (Dymunol)</p>	
Sgiliau Ieithyddol Cymraeg	<p>Gwrando/Siarad: Lefel 3</p> <p>Darllen: Lefel 2</p> <p>Ysgrifennu: Lefel 2</p>	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd i benodiad
Sgiliau Ieithyddol Saesneg	<p>Gwrando/Siarad: Lefel 5</p> <p>Darllen: Lefel 5</p> <p>Ysgrifennu: Lefel 5</p>	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> Sgiliau rhyngpersonol da, gan gynnwys cyfryngu a negodi Sgiliau trefnu a rheoli amser da, ynghyd â'r gallu i hunan-ysgogi a gweithio dan bwysau i gwblhau tasgau o fewn terfynau amser llym Y gallu i farnu'n glir a phennu camau gweithredu priodol Y gallu i ddadansoddi a dehongli materion cymhleth Y gallu i ffurfio perthynas waith bositif a chydweithredol â chydweithwyr ac asiantaethau Y gallu i ysgrifennu adroddiadau sy'n gosod y materion allweddol a'r opsiynau o ran gweithredu Y gallu i ddelio'n uniongyrchol â'r cyhoedd, all fod mewn sefyllfaoedd cymhleth ac emosiynol, a hynny mewn ffordd broffesiynol, gan ddangos parch ac empathi Y gallu i weithio ar y cyd â chydweithwyr, darparwyr a gweithwyr proffesiynol eraill i sicrhau gwasanaethau a chanlyniadau safonol Y gallu i weithio'n hyblyg ac yn rhagweithiol, a'r gallu i weithio ar eich liwt eich hun Y gallu i weithio gydag amrywiaeth o raglenni TG ac e-gyfathrebu Y gallu i gadw gwybodaeth gyfrinachol Sgiliau rhifedd da, digon i ddeall a dehongli data perfformiad syml Gwybodaeth o'r ddeddfwriaeth Tai a Digartrefedd bresennol, y cod canllawiau a pholisiau, a'u rhoi ar waith wrth ddarparu gwasanaethau Gwybodaeth o'r fframwaith cyfreithiol ar gyfer landlordiaid a thenantiaid Gwybodaeth o anghenion tai grwpiau o bobl sy'n agored i niwed Gwybodaeth o fudd-daliadau lles a phrosesau ymgeisio er mwyn gallu rhoi cyngor a chymorth cywir i ymgeiswyr Y gallu i yrru, a defnydd o gar at ddibenion busnes. 	
Profiad Hanfodol	<ul style="list-style-type: none"> O leiaf 2 flynedd o brofiad yn delio â grwpiau o bobl agored i niwed all gael anhawster darparu gwybodaeth oherwydd nifer o ffactorau personol neu gyflyrau. Profiad o gyfryngu neu negodi i sicrhau bod yna gydymffurfio â'r rheoliadau. O leiaf 2 flynedd o brofiad o weithio ym maes tai, digartrefedd neu faes perthnasol. 	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Cynnal sgiliau cymhwysedd proffesiynol ac ymgymryd â hyfforddiant ychwanegol fel bo angen, i sicrhau bod yna gydymffurfio parhaus â Deddf Tai 2014 neu unrhyw Ddeddfau yn y dyfodol fel y'u diwygir.	

Dymunol

Cymwysterau / Hyfforddiant

Cymhwyster lefel ymarferwr HHSRS

Sgiliau Ymarferol / Personol

Job Description

Post Name	Housing Officer - Housing Options (Private Rented Sector Liaison)
Service	Porth Cymorth Cynnar
Grade	Grade 8
Spinal Point/s	18 - 22
Salary	£29,269 - £31,364
Job Purpose	<p>To act as liaison with both landlords and tenants in the private rented sector in enabling and maintaining tenancies for sustainable housing options.</p> <p>To maintain effective working relationships with private rented sector landlords, supporting them in responsible property management and increasing housing options for the Council.</p> <p>To provide support to new tenants allocated properties under any Council duties and schemes setting up tenancies in a sustainable manner. Schemes include temporary accommodation, supported accommodation, leasing schemes, access schemes, nomination rights etc.</p> <p>To deal with a diverse range of complex situations and problems in line with the statutory requirements under Part 2 of the Housing (Wales) Act 2014; and to take appropriate action to prevent or relieve homelessness and develop practical solutions by providing timely interventions, comprehensive housing advice, information, and advocacy.</p>
Location	Canolfan Rheidol, Aberystwyth
Hours of Work	37 hours per week (flexible over 7 days)
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Housing Officer – Housing Options (Emergency Accommodation and PRS)
Supervisory/Managerial Responsibilities	None
Accountability	<p>There is a continuous requirement for the post-holder to work on his/her own initiative although support and guidance can always be obtained from the line manager and other Housing Practitioners as well as from legislation, local and national guidelines or Codes of Practice.</p> <p>As a Local Authority, we are committed to delivering improved safety and well-being outcomes for children, individuals and families and, in order to achieve that goal, we need to be confident that our workforce development, assessment and care planning are informed by evidence of innovative and best practice.</p> <p>Ceredigion will deliver sustainable and quality services using co-productive and collaborative methods with a clear focus on what matters to people's safety and well-being. We are committed to working with children, individuals and families and with our partner agencies across all sectors so as to make a positive difference to people's lives.</p> <p>The Signs of Safety Practice Framework will underpin all aspects of service delivery across the corporate Organisation. This will ensure</p>

	<p>that there is greater consistency and transparency in what individuals and families can expect from us across the continuum of need. The Signs of Safety Framework ensures there is emphasis on building individual, family and community strengths and robust assessment to identify clear goals, which will enable the organisation to deliver the right help at the right time to people in Ceredigion.</p>
<p>Contractual Terms Associated with the Post</p>	
<p>Duties and Responsibilities</p>	
<ul style="list-style-type: none"> • To work with service users in crisis to provide focused support, advice and assistance to prevent homelessness on a range of issues including, financial arrears, relationship breakdown, domestic violence, housing options, mortgage problems, debt advice, housing and welfare issues and all landlord and tenant issues. • Determine eligibility in accordance with the Housing Act 2014, interview all eligible service users who are homeless or threatened with homelessness using a range of interview techniques with a view to taking preventative action across a wide range of areas, providing comprehensive advice and information, referring to partners, organisations and services, sign-posting to other agencies, mediation, negotiating with private landlords/mortgagors, liaising with support providers, Housing Benefit Section/Discretionary Housing Payment team, liaising with Partner RSL's in order to secure alternative accommodation. • To assess and determine service users housing and support needs and develop Personal Housing Plans with clients setting out proposed actions, timelines and review dates. • To undertake affordability assessments with clients and maximise income to resolve potential homelessness; developing a high level of knowledge and expertise on subject of welfare benefits eligibility. • To undertake home visits as and when necessary to determine support needs and provide targeted advice to prevent homelessness. • Carry out detailed investigations and enquiries to establish the facts in respect of individual cases and make decisions to comply with legislation in order to determine whether a statutory duty is owed by the local authority. • Be the first point of contact for PRS landlords seeking further information in relation to tenancy and property management, providing direct advice and signposting to other sources such as Rent Smart Wales. • Liaise effectively with landlords, maintaining good relationships in order to maximise the safe and sustainable use of private sector rented accommodation within the County. • Assist in the sourcing of additional accommodation for Council schemes including; <ul style="list-style-type: none"> a. Temporary accommodation b. Supported housing c. Leasing scheme d. PRS access schemes e. Nomination rights f. Other schemes as developed in the provision of accommodation • Ensure any such sourced accommodation meets required standards which may include inspection of the properties in relation to HHSRS. • Maintain database of such accommodation ensuring legal requirements relating to property management are met. • Work with line manager and Senior Officers and others to monitor and review the available accommodation in relation to need and demand. Identify property types that may be required as a result. • Assist in future development of any schemes in relation to private rented sector, collaborating with other stakeholders in pursuit of sustainable and affordable housing solutions for the County. 	

- Work closely with Housing Options team to secure appropriate accommodation for tenants under Housing (Wales) Act 2014 Part 2 duties.
- Work with tenants placed in the PRS under these duties to help access and set up security deposits, advances in rent, applications for benefits, including liaising with benefit agencies as required.
- Set up tenancies as required under certain schemes, ensuring correct collection and dissemination of information between landlords and tenants.
- Develop a training package for new tenants to enable tenancy sustainment and deliver the training as required.
- Monitor and visit on a regular basis the occupancy of all temporary and supported accommodation and take any relevant action on findings including liaising with support providers and landlords to assist in resolving issues.
- To undertake home visits on a daily basis to individual service users who are of a chaotic nature with complex needs with a possible tendency to outbursts of violence , this will necessitate the officer to wear a body cam or other such equipment as deemed appropriate.
- Attend multi agency meetings as required in relation to tenant management and behaviour delivering up to date information, assisting line manager in resolving issues and decision making.
- To engage with and support the development of the Housing Support Assessment Hub ensuring that the HSG service assessment is an integral element of that Hub.
- Prepare, assist and undertake promotional work and training events, including lectures and presentations on subject matter related to the post to both internal staff and external stakeholders such as at Landlord Forum.
- Assist in the implementation of annual Service Plan in relation to Housing activities.
- Possess, develop and maintain specialist knowledge of the major work areas covered by the post including keeping up to date with current legislation, best practices and council and service policies relative to the service area.
- Provide advice, guidance and expertise at all levels to users of the service and other staff engaged in housing and related professions.
- Provide support and specialist assistance to the Senior Officers and Managers.
- Prepare service related reports, committee reports and when appropriate present any such reports.
- Carry out such other duties that may be relevant in relation to a post of this nature.

General

The post holder will be expected to:

- Work outside normal office hours on occasion in order to ensure the proper and effective discharge of the authority's responsibilities and to provide the appropriate level of service delivery to customers
- Operate from an agreed office location but may be required to work from other office bases within the County as the needs of the service dictate or from a suitable home location.
- Be responsible for and maintain full awareness of the health and safety requirements of the service. To be responsible for own safety and not endanger that of colleagues, your staff and others within the workforce, or the public generally, when undertaking official duties.
- To carry out any other duties appropriate to the post which may be requested from time to time. Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake following changing legislation and Council policies
- To implement positively and ensure compliance with the council's policies, procedures, code of practice and initiatives relating to equal opportunities, personal service standards and health and safety.
- The post holder will be required to adhere to the code of Conduct of officers adopted by the Council

There is a need to work evenings/ nights and/ or weekends in an emergency e.g. flooding. This would normally be taken as time off in lieu (TOIL).

Job Evaluation Post Ref

JD 1516

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	<ul style="list-style-type: none"> • CIH / NVQ level 4 in housing/ housing support or related field • Welfare benefits certification. • Knowledge of current housing legislation and other relevant legislation. • HHSRS practitioner level qualification (Desirable) 	
Welsh Linguistic Skills	Listening/Speaking: Level 3 Reading: Level 2 Writing Level 2	The Welsh linguistic skills noted are required on appointment.
English Linguistic Skills	Listening/Speaking: Level 5 Reading: Level 5 Writing Level 5	The English linguistic skills noted are required on appointment.
Practical and personal skills	<ul style="list-style-type: none"> • Good interpersonal skills including mediation and negotiation • Good organisational and time management skills with ability to self-motivate and work under pressure and complete tasks within tight deadlines • Ability to formulate clear judgements and determine appropriate courses of action • Ability to analyse and interpret complex issues • Ability to form positive and collaborative working relationships & negotiate with colleagues and agencies • Ability to write reports which set out key issues and options for action • Ability to deal directly with the public who may be experiencing complex and emotive situations, in a professional, respectful and empathetic manner. • Ability to work collaboratively with colleagues, providers and other professionals to deliver quality services and outcomes • Ability to work flexibly and proactively and be able to work on one's own initiative • Ability to work with a range of IT applications and e-communication • Ability to hold confidential information. • Good numeracy skills, sufficient to understand and interpret simple performance data • Knowledge of current Housing & Homeless legislation, code of guidance and policy and apply it to service delivery. • Knowledge of the landlord and tenant legal framework • Knowledge of the housing needs of vulnerable groups of people • Knowledge of welfare benefits and the application processes in order to be able to advise and correctly assist applicants 	
Required Experience	<ul style="list-style-type: none"> • Minimum of 2 years' experience in dealing with vulnerable groups of people who may have difficulty providing information due to a variety of personal factors / conditions. • Experience in mediation or negotiation to ensure compliance with regulation. • Minimum of 2 years' experience of working in housing, homelessness or a relevant field 	

Training/education required to be undertaken for the post/worked towards	To maintain professional competency skills and to undertake additional training as required ensuring ongoing compliance with the Housing Act 2014 or any future Acts as amended.
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Desirable	
Qualifications / Training	
Practical / Personal Skills	Able to drive with access to a car for business purposes. Willing to work outside of normal office hours as required. The post is not exempt under the Rehabilitation of Offenders Act 1974.