**Manchester City Council**

**Role Profile**

**Resettlement Officer, Grade 5**

**Homelessness Service, Neighbourhoods Directorate**

**Reports to: Team Leader**

**Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

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 work collaboratively 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:**

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

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 role holder 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: Resettlement Officer**

The Private Rented Sector (PRS) Team sits within Manchester City’s Council’s Homelessness Services.

Dedicated Resettlement Officers will be based in the Private Rented Sector (PRS) Team and will work with service users who have been accommodated into a private tenancy.

The post holder will work closely with the Private Rented Service to identify individual needs and address any issue that may arise during the tenancy. This will prevent the applicant re-representing and develop practical and realistic move on solutions.

The role will specifically involve:

To provide support to families who have been resettled into private rented accommodation.

Work in partnership with the DWP to address any benefit issues.

Support the landlord to address any issues that may arise to ensure the tenancy is sustained.

Provide advice and information on keeping accommodation safe and secure.

To provide assistance with benefit maximisation, budgeting and debt management signposting applicants to specialist help where appropriate.

Ensure all records, processes and systems are up to date and maintained to assist with data collection and performance management

The postholder will have:

Excellent communication skills.

Demonstrate the ability to organise multiple tasks in the most effective way, to allocate time and energy according to task complexity and priority.

The role holder will assist relevant managers and teams in ensuring the effective management of change, and will respond to all relevant correspondence, enquiries and complaints as required in a timely and effective manner.

**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**

● Communication Skills: Ability to communicate clearly, concisely,

accurately and in ways that promote understanding.

● 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.

● 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.

● 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 numeracy 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.

**Technical Requirements (Role Specific)**

* Must consent to and apply for an enhanced DBS disclosure check.
* Role is essential car user the applicant need to hold a valid driving licence to drive in UK, and have access to a car.