

Job Description

Job Title	Disabled Rehousing Co-ordinator
Grade	PO4
Reporting To	Supported Housing & Homelessness Senior Manager
JD Ref	REG0190P

Purpose

Support the PPP Manager, Home Adaptations Manager and wider Housing Services Management Team to deliver their Services, namely through leading the Strategic development, co-ordination and facilitation of the required rehousing aspects of Adaptation Services & wider Housing Service's service delivery in line with relevant Housing Services policies and other relevant Council policies, legislation and Government & LGO guidance. Lead and develop the Council's approach to rehousing for complex home adaptations cases where their current property is unsuitable for adaptations, for example through nominations or direct matches via PPP to achieve key outcomes and support the customer journey. Also lead on reviewing, developing and managing if appropriate an "Adapted Housing Register" or upgrade the current PPP system to more easily identify already adapted properties and to strategically support historic and future investment in adapted properties. Lead on this work to ensure that this activity informs future strategic decision making with regards to Housing Investment development programmes progressed in partnership with Registered Providers on the Borough.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Data Analysis and Decision-Making:

- Lead on the development and delivery of required strategic rehousing activities for Housing Services. Establish and maintain close working relationships with Adaptation Services, PPP, Registered Providers, the Private Rented Sector, other LA's and relevant associated Housing/Council Services. Highlight areas for development, improvement and innovation and explore options, with direction from the Service Manager to develop a policy & approach which supports Housing Services strategically; under the direction of the manager.

- Manage and deliver an active rehousing case load of referrals from relevant Services including Adaptation Services workstreams in line with SLA/Procedures and deliver rehousing outcomes in a timely manner; including providing proactive client communication which supports the customer journey. As well as co-ordinating & responding to strategic rehousing requests for disabled persons who are with Social Care (Children's & Adults) Services on request. Work with Occupational Therapists to support vulnerable residents to ensure that Housing Services responds appropriately as part of complex safeguarding cases
- Establish, monitor and manage on a day-to-day basis under the direction of the Service Manager a MoU with relevant partners and internal SLA & procedures to support the rehousing element of Adaptation Services & wider Housing Services service delivery.
- Lead on and drive strategic Direct Match and Management Move opportunities, to support key Service priorities in line with the new PPP Policy as instructed to support the various Housing Service's workstreams; including attending the Adaptation Service lead Multi-Disciplinary Team (MDT) meetings and delivering on key strategic outcome actions when required.
- Lead on, review, take advantage of and develop the Council's "Nomination Rights" for properties to strategically assist Adaptation & wider Housing Services to achieve key outcomes and support the customer journey. Seek & review any existing properties with nomination rights attached, including relevant Housing Investment Services supported development schemes with nominations attached and or establish and grow and maintain a list of properties with nomination opportunities. Also explore whether the Service can effectively attach nomination rights to larger extension schemes for RP's (as enhancing an RP asset) so using leverage and ensure already invested funding can be appropriately used again in the future by others with similar needs.
- Take the lead on reviewing, developing and managing an "Adapted Housing Register", work with the PPP manager to consider upgrades to the existing PPP system to easily identify properties that are already adapted to strategically support historic investment in adapted properties and support current budget management as directed by the Service Manager. With the aim of highlighting & actioning opportunities to make effective and efficient use of this resource; including establishing key contacts & co-operation from PPP & RP's. Including undertaking a cost benefit analysis project (to support the creation of a process map) to enable strategic, financial, and operational delivery planning for an already adapted Registered Provider property. Once the project is considered by the Housing Service Management Team with focus on costs, savings in time & delivery & money it can be presented to partners (PPP, RP & social care) with a view to roll out.
- In relation to managing the strategic aspects of the role including MoU & SLA with external bodies, be responsible for undertaking negotiation, influencing, reporting and monitoring activities with high ranking officers/managers.



- Authorise & action grant or payments for Housing Services when required as requested by the Service Manager, in line with relevant procedures.

Commented [GC1]: Joe - I think the authorisation to undertake this activity is linked the officer grade?

Communication, Engagement and Training:

- Be responsible for reviewing, drafting and providing responses to complaints & Member/MP enquiries for this work area, and responding to specialist queries from committee meetings.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Support the Senior Manager and relevant Service Managers with, PPP database and Tascomi/Idox (data base) reporting development and wider data base development activity in liaison with Public Protection user groups; when required and with direction from the Manager.

Other:

- Any other duties commensurate with the grade.

Essential Criteria

Qualifications:

- CIH Diploma in Housing or equivalent relevant experience
- *Desirable - Have achieved a recognised project management qualification*

Commented [GC2]: EF to discuss with SJ re comparable roles & essential qualifications - we thought a housing qualification or social housing qualification was essential to enable understanding of RP's & developments/planning??

Commented [EF3R2]: CIH Diploma will pick up an understanding of how RPs operate and help with strategic engagement.

Knowledge & Skills:

- Have numeracy & literacy skills which are sufficient to support the role including producing concise written reports, generation of accurate financial reports, invoice scrutiny, policy scrutiny, undertake calculations related to financial activity, draft concise and accurate records of decisions made by service and keep customer engagement records.
- Have knowledge of rehousing challenges, as well as Council & Registered Providers responsibilities in relation to this.
- Have knowledge of Council Adaptation Services ability to establish and maintain effective networks to support key strategic delivery aims
- Ability to work to tight timescales and plan & prioritise workloads autonomously in order to respond to day-to-day demands.
- Possess excellent communication skills
- *Desirable - Knowledge & understanding of wider housing services*
- *Desirable - Knowledge and understanding of Adaptations, PPP, Homelessness Prevention, Registered Provider Services to support strategic activities.*



CUSTOMER
FOCUSED



ACCOUNTABLE



PROFESSIONAL



AMBITIOUS

Experience:

- Experience of managing disabled adaptations services within local government or registered provider sectors.
- Experience of Partnership working
- Experience in contributing to responding to service complaints & adhering to customer care standards,
- Experience in working with vulnerable clients/groups
- Experience of working with Registered Providers
- Experience in data analysis and preparation of reports & statistical information
- Experience of problem solving & negotiation
- Experience of drafting Policy & Processes
- *Desirable - Experience of partnership working*
- *Desirable - Innovation in delivery*
- *Desirable - Experience of liaising with internal & external stakeholders in relation to project management*
- *Desirable - Experience of using data based IT Software, administrator roles, and generating associated monitoring reports, as well as an understanding of IT & processes used to deliver housing services including payments.*
- *Desirable - Experience of Monitoring performance*
- *Desirable - Experience of working with Occupational Therapists in relation to establishing need linked to rehousing decision making*
- *Desirable - Experience of presenting project progress & updates to stakeholders*

Additional Information

- Required to work outside normal office hours when required.
- Work requires dealing with numerous complex and emotive cases involving some of the most vulnerable members of society.
- Must be able to travel around the Borough using public or private transport.
- Hybrid working

Health & Safety Considerations:

**Approved By: Emma Foley, Strategic Housing Services
Senior Manager**

Date Of Approval: 5th May 2026

