

**London Borough of Lambeth
JOB DESCRIPTION**

Job Title: Review Coordination Officer
Grade: PO2
Department: Neighbourhoods and Growth
Division: Housing
Responsible to: Homelessness Prevention Team Manager

Main purpose of post

1. To facilitate and coordinate the delivery of the Lambeth Reviews function for all requests for Review and Suitability under parts VI and VII of the Housing Act 1996 as amended. Responsible for assessing each request on merit by analysing the request alongside the contents of relevant case file and make recommendations to relevant service areas.
2. To provide an efficient and responsive casework review service, ensuring that all reviews and county court appeals are dealt with in accordance with legislation, Council policy, and statutory deadlines. Record and acknowledge all requests for statutory reviews of homelessness decisions and respond to enquiries on any issues that are raised. Act as a lead officer in liaising with clients and Council solicitors in reviews and when defending County Court Actions.
3. Has robust knowledge of Part VII Housing Act 1996 as amended by Homeless Act 2002 and Homelessness Act 2017, able to complete s.202 decisions where an initial assessment determines the outcome does not require the attention of the Review Officer.
4. Act as a representative for Service areas, political astute and able to make detailed assessment of fact with high attention to detail. Able to make complex robust decisions and recommendations on casework undertaken, including to overturn and uphold decisions and service practice.
5. Makes recommendations for service improvement based on lessons learned from review requests and decisions. A subject matter expert, delivers feedback, training, case law updates and advice to Homelessness Prevention Service.

Key Accountabilities

1. To manage a large and complex caseload and maintain accurate and detailed casework records and to manage priorities to meet individual and service performance targets and in accordance with procedures with regard to s.202 and s.204 requests.

2. To ensure that the Council meets its legal responsibility to carry out enquiries into reviews requested under part VI and VII of the Housing Act 1996 as amended.
3. To be responsible for the thorough investigation of reviews and in conjunction with the Reviews Officer and Homelessness Prevention Manager, recommend the appropriate outcome ensuring compliance with the regulatory framework, statutory deadlines and the Code of Guidance.
4. In cases where s.188 temporary accommodation is requested pending a s.202 review decision, to draft and issue a decision as per R v Camden LBC ex p Mohammed (1997), or otherwise authorising or extending temporary accommodation where appropriate.
5. Investigate and assess applications for review of decisions and other matters subject to review, making enquiries as necessary to determine the extent of the Council's duties and powers, drafting decision letters as directed.
6. Meets deadlines without prompting and proactively consults with relevant managers where an assessment suggests an alternative course of action to a review should take place
7. To comply with administrative procedures for the conduct of reviews including contributing to the ongoing improvement and development of those procedures and IT software solution.
8. Work closely with the Housing Needs Management team to gain and develop a robust interpretation of complex legislation and the statutory duties of the Council on relevant legislation and enactment of law and ensure implementation of any subsequent changes arising from amendments in statute and guidance.
9. To liaise with and respond to enquiries from various voluntary and statutory agencies with regard to or on behalf of customers or the Review Officer. This may include MP's, Councillors, Citizens Advice, Social Services, Health, Education, Probation, Landlords and Solicitors.
10. To liaise closely with the Council's Legal Department to provide instructions, agree decisions, discuss matters of law and interpretation, request counsels advice, draft statements and affidavits.
11. Provide an excellent customer care service which promotes a positive image of the service to all applicants, advocates and internal and external agency customers whether in person, by phone or any other method of communications To raise customer care concerns about the service which emerge as a result of reviews as directed.
12. To represent Housing Needs at meetings/case conferences as appropriate and to participate in training as and when required.

13. Produce statistical reports at management team meetings and to identify changes required in council policies and procedures as a result of issues highlighted through reviews work with the relevant managers to ensure they are implemented.
14. To assist in the identification and addressing of training needs in the service. As directed to provide advice, guidance and training to staff on good practice and legislation and case law.
15. Be a champion for excellent customer service delivery and customer care and contribute to the development and delivery of an integrated service
16. To work flexibly in undertaking the duties and responsibilities of this job, and participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
17. To undertake any other duties appropriate to the grade, that may be required. These may be varied from time to time to meet the needs of the service.
18. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
19. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
20. Directly train, or ensure that training is provided to the team on procedures and policies, contract management, use of Northgate and other IT systems
21. Be responsible for ensuring that staff within the team deliver an efficient, responsive and customer focused service
22. To carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
23. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.

PERSON SPECIFICATION

Reviews and Coordination Officer PO2

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A)</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident Scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Key Knowledge	K1	Extensive knowledge of the Housing Act 1996 as amended and related legislation and caselaw.	A ✓
	K2	Demonstrable knowledge of s.202 & s.204 review procedures	A ✓
	K3	Understanding of the legal and procedural requirements in relation to homelessness and access to social housing.	
Relevant Experience	E1	Experience of applying legislation from Part 6 and Part 7 of the Housing Act, and other relevant legislation, case law and best practice to homelessness or review cases	A ✓
	E2	Experience of excellent written and verbal communication skills with ability to explain complex legislation so it is easily understood by diverse range of customers	A ✓
	E3	Experience of achieving performance targets and meeting departmental objectives	A ✓
	E4	Experience of undertaking statutory homelessness decisions and Personal Housing Plans under the Housing Act 1996 as amended by Homelessness Reduction Act 2017	A ✓
	E5	Experiencing of prioritising competing demands in a pressurised environment, recognize service priorities.	A ✓
	E6	Experience of using different IT systems in order to manage caseloads, monitor	

		delivery of targets and analyse data to drive improved service.	
Core Behaviours		<p>Focuses on People</p> <p>Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.</p> <ul style="list-style-type: none"> • Maintaining and developing staff by having one-to-ones, appraisals, team meetings and training plans • Empowering and supporting staff and being responsible for your team • Knowing your staff and emphasising with their issues • Thinking about what you would like if you were the customer • Being consistent and focussing on team building to achieve excellence • Creating an environment that staff can be creative • Treating everyone with respect, equally and fairly • Recruiting the best staff and providing quality learning opportunities • Ensuring an effective induction program for new joiners and returners 	
		<p>Takes Ownership</p> <p>Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> • Having regular one-to-ones and conversations with your staff to discuss how they doing and seek their feedback • Engaging your staff in discussions about what's required to deliver and giving a sense of resource available • Achieving buy-in from staff so they can truly own their work by 	A✓

		<p>breaking down tasks into something achievable</p> <ul style="list-style-type: none"> • Working with your staff to provide creative development opportunities including self-development • Owning your budget and spend, ensuring your teams focus on meeting outcomes • Identify and owning opportunities for service development • Being courageous even when you don't know the answer 	
		<p>Works Collaboratively</p> <p>Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> • Ensuring all work with colleagues from across the council to reduce silo working and get things done in the most informed and best way • Encouraging staff to input to their objectives, then summarising goals and monitoring via regular one-to-ones • Building individual's ideas into team work planning • Seek to broaden the skill set of teams so that they can have transferable skills and support across a range of teams • Encouraging your staff to support each other where necessary to complete tasks and meet objectives • Promoting the development of skills and giving staff room and time to develop • Developing team morale and cohesiveness to help each member feel valued and productive and to help the team to build good working relationships 	
		<p>Communicates Effectively</p> <p>Is about how we talk, write and engage with others. It's about using simple, clear,</p>	A✓

		<p>and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> • Having regular, open conversations with people, clearly expressing ideas and views, seeking and passing on customer and staff feedback and suggestions • Setting up open communication channels for two-way feedback • Finding out and knowing your staff's skills and strengths, listening to what each other has to say and working as a team to deliver work • Making time for regular catch ups, team meetings and one-to-ones to give and receive information • Thinking carefully about avoiding jargon both internally and externally 	
		<p>Focuses on Results</p> <p>Is about ambition and achievement. It's about orienting ourselves towards the end product and considering the effect of our service. It's about making the right impact, having the right result and changing things for the better</p> <ul style="list-style-type: none"> • Being ambitious, knowing the bigger picture of borough improvement • Ensuring teams are clear about the outcomes and objectives of the Council and show a clear link between what they do and how it makes an impact on the customer • Listening to staff after asking questions on how to improve service while considering costs • Setting clear objectives and targets, ensuring they are SMART and measurable and linked to business plans • Working with staff to make sure they have the right resources, tools and support to achieve their objectives 	

		<ul style="list-style-type: none"> • Helping staff stay motivated by finding learning opportunities for development and making them feel valued • Looking at any barriers or obstacles to work, review what is slowing down our progress • Exploring ways to improve the way things are currently done ensuring we maximise our resources • Meeting regularly with staff to ensure work is on track and focussed on objectives and tasks 	
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