# Job Description

**Role Profile**  **Hostel Coordinator**

**Service/Team** \_ **Housing**

**Reports to** **Tenancy Services Manager**

**Responsible for** \_

**Number of posts** \_

**Post number** \_ **10748**

**Career Grade** \_ **G**

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

## To coordinate the daily operations of the Council’s temporary accommodation hostels.

* To supervise and work with single homeless and families accessing the Council’s temporary accommodation hostels.
* Supervise the admissions and discharge of clients within the hostels working within the requirements of the Homeless Reduction Act 2017

## Key Responsibilities

## Under the direction of the Senior Intensive Housing management officer leader carry out:

## Admission and discharge of homeless clients singles/couples//families to and from the Hostels.

* Liaise with Council teams and external partners working with homeless clients.
* Liaise with Housing Officers to select and coordinate admission of appropriate clients for hostel accommodation.
* Update and maintain client housing journal notes on Locata.
* Update and maintain client housing records on the housing management system.
* Conduct fire risk management activities within the hostels.
* Update health and safety records.
* Completion & Submission of Housing Benefit forms.
* Complete safeguarding referrals.
* Co-ordinate multi-agency attendance at the schemes
* Issuing client warning letters.
* Ordering of Stock.
* Collection of rents and service charges.
* Arrears management and procedure.
* Eviction management and procedure of issuing notices.
* Void management
* Coordinate effective hostel repairs and maintenance.
* Manage any Anti-Social Behaviour from Clients or associates

## Specific Qualifications and Experience

1. Knowledge of the Housing Act 1996 and amendments
2. Knowledge of housing and homelessness policies as set out by the Council.
3. Knowledge of other legislation such as the Children’s Act, Family Law Act, Protection from Eviction Act, Suitability of Accommodation Order

## Personal Qualities & Attributes

1. Ability to plan and prioritise effectively.
2. Be creative and able to work on own initiative.
3. Be flexible to work at different hostel locations within BCP Council

## Job Requirements

* Must be able to speak fluent English.
* DBS check
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.