

Role Profile

Leased Scheme Move On Officer

Reports to:

Leased Schemes Manager

Team:

LST

Location:

Based at Morfa Gele and Coed Pella

Salary, Hours and Holidays:

Grade 5, SP S to T
Fixed Term, Full-time, 37 hours per week
25 days holiday plus bank holidays (rising to 32 days with service)

Job Purpose:

To provide a comprehensive support and advice service to new or existing contract holders within leased accommodation assessed as being in need of such support, with a view to improving the move on process and reassessing the composition of larger families exploring alternative accommodation options.

Role Dimensions:

Approximately 15-25 support cases to work with at any one time.
Support can be for a few weeks or months depending on the needs of the customer.
To support people living in leased accommodation.

Focus and Key Responsibilities:

To work and deal with contract holders who may have complex and challenging housing needs, in a constructive manner and with the aim of assisting them to prepare for move on.

Develop and maintain strong partnership relationships with internal teams, the Local Authority, support agencies, and other Registered Social Landlords (RSLs) to ensure a coordinated, multi agency approach to supporting contract holders and facilitating effective move on pathways.

To accept and process referral documentation including the assessment of need.

Maintain up to date support plan and monitoring of Support Outcomes to meet Supporting People requirements.

To inform the contract holder of the assessment process and assess the contract holder's willingness to accept support.

Providing general advice and support to contract holders to improve the move on process from leased accommodation while also exploring alternative accommodation options.

Reassessing the composition of larger families exploring alternative accommodation options.

To support the wider Temporary Accommodation team from pre void, supporting with supporting the contract holder to pack and declutter if applicable, arranging removals, completing Discretionary Assistance Fund applications, and coordinating the return of leased accommodation keys in a timely manner.

Through a process of structured assessment, be pro-active in developing appropriate support plans.

To help contract holders address arrears, maximize their income and support with budgeting for future move ons.

Ensure that the moving out process is contract holder focused, comprehensive and promotes tenancy sustainability in their new homes.

To identify the need for and to access other specialised support when appropriate, liaising with other agencies to facilitate access to support for individuals.

Maintain appropriate records and write reports as required.

Be fully conversant with the defined targets and Supporting People Revenue Grant (SPRG) criteria and to ensure that they are monitored, achieved and reported under the direction of the Supported Housing Manager.

To actively support the overall delivery of Cartrefi Conwy and Conwy County Borough Council objectives to provide an excellent, innovative and truly customer focused service.

As a representative of Cartrefi Conwy, to, promote and maintain a positive attitude and image at all times.

To positively promote Cartrefi Conwy's values; constructively challenging traditional ways of working, contrary behaviour or comments.

To ensure feedback is actively sought in order to inform service improvement for customers and develop more efficient and effective ways of working.

To ensure compliance with Cartrefi Conwy's Standing Orders, policies and procedures, standards of probity relating to the organisation's charitable status and Welsh Assembly Government Regulation.

To utilise ICT technology and systems effectively by developing appropriate skills, adopting efficient business processes, and maintaining data securely and accurately.

To work collaboratively in cross functional working groups where required

Key Relationships:

External:

- Regular liaison with the Local Authority regarding referrals, assessments, and ongoing case management.
- Daily contact with contract holders, providing support, guidance, and updates as required.



- Frequent communication with external agencies and support organisations to promote a collaborative, multi-agency approach to meeting contract holders' needs.
- Partnership working with other Registered Social Landlords (RSLs) to share information and maintain awareness of upcoming move-on opportunities.

Internal:

- Daily communication with colleagues within the Leased Schemes Team and regular liaison with wider departments across Cartrefi Conwy and Conwy County Borough Council to ensure coordinated service delivery.
- Ongoing communication with the Leased Schemes Manager for updates, guidance, and case discussions.

Person Specification

Qualifications:

	Essential/ Desirable	Assessed by? Application (A) or (Curriculum Vitae (CV)/ Covering Letter (CL) for senior roles) I – Interview (I) or Ability Test
Achievement of or progression towards a relevant professional qualification (i.e. CIH)	Desirable	Application/ Certification

Knowledge and Experience:

	Essential/ Desirable	Assessed by?
Experience working in a housing related or relevant field	Essential	Application/Interview
Highly motivated with a proven ability to work towards and achieve targets	Essential	Application/Interview
Experience of working with customers/contract holders	Essential	Application/Interview
Experience of attending multi-agency meetings or advocating on behalf of others	Essential	Application/Interview

Skills:

	Essential/ Desirable	Assessed by?
Initiative and ability to work independently making well-judged decisions	Essential	Application/Interview
Interpersonal skills, to deal sensitively, calmly and professionally with tenants experiencing difficulties, in emergency situations or to influence and advocate in interests of tenant.	Essential	Interview
Microsoft Office; Word, Excel, Outlook (Basic user level)	Essential	Ability Test
Planning, prioritising and organising skills	Essential	Application/Interview
The ability to communicate fluently both verbally and in writing through the medium of English	Essential	Application/Interview
The ability to communicate fluently both verbally and in writing through the medium of Welsh	Highly Desirable	Application
Ability to drive in the UK with access to own vehicle (if relevant for the role)	Essential	Application/Certification

Cartrefi Commitments

Cartrefi Commitments; all colleagues must be able to commit to;	Essential/ Desirable	Assessed by?
Do the right thing - always aim to do the right thing, even when no one is watching. Show integrity in every action.	E	Interview
Lead by example – Be proactive and solution-focused, taking personal responsibility.	E	Interview
Stronger together – Work as one team. Communicate openly and effectively, supporting each other, treat everyone with respect. Together, we achieve more.	E	Interview

Equal Opportunities Statement Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.

Data Protection: Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.