

EPPING FOREST DISTRICT COUNCIL JOB DESCRIPTION

JOB TITLE:	Deputy Hostel Manager	POST NO:	COT30
SERVICE:	Communities	SECTION:	Housing Options
GRADE:	5	CAR ALLOWANCE:	Essential
DBS CHECK:	Yes	DBS LEVEL:	Enhanced

PURPOSE OF THE JOB:

To assist with the management of the Council's hostel, (including deputising for the Hostel Manager) monitoring the well being of residents, ensuring they comply with the conditions of their licences, supporting the Hostel Manager in managing cash handling, reporting repairs, collecting residents' licence charges, checking the safety of people placed in other temporary accommodation and being on call on a rota basis out-of-hours.

DIRECTLY RESPONSIBLE TO: **Hostel Manager**

DIRECTLY RESPONSIBLE FOR: **Caretaker, Part Time Cleaner**

LIMITS OF AUTHORITY: **See attached sheet.**

MAIN DUTIES AND RESPONSIBILITIES:

(a) Service responsibilities

1. Admittance of residents to the hostel, including out of hours in emergencies.
2. Monitoring the well being of Hostel residents.
3. Checking the safety of residents in other temporary accommodation.
4. Assisting residents to seek housing advice and assistance from the Council.
5. Completion of Housing Related Support Plans for residents.
6. To refer vulnerable residents to Essex County Council's Housing Related Support Team.
7. Ensuring Hostel residents comply with the terms of their licence.
8. Arranging day-to-day repairs as necessary at the Hostel.
9. Collecting Hostel resident's licence charges.
10. Assistance residents in applying for housing benefit where necessary.

(b) Corporate responsibilities:

1. Collection of Bed and Breakfast arrears.
2. Assisting with Rest Centre duties in any Civil Emergency.
3. To observe all of the requirements of Safeguarding and to report any potential concerns in accordance with the Council's Safeguarding Policy.

(c) Management responsibilities:

1. Supervision of Hostel Caretaker and Cleaner.
2. Deputising for the Hostel Manager in their absence.
3. Continuously improving the service to residents living in temporary accommodation.
4. Complying with the Family in Complex Needs agenda.
5. Ensuring the Hostel is staffed during opening hours and participating in the out-of-hours rota.
6. To live within a 25-mile radius of the Hostel.

(d) Responsibilities for Health and Safety:

1. Repairs and cleaning at Hostel.
2. Compliance with the Council's Safeguarding Adults and Children's policy reporting any concerns in accordance with guidelines laid down by Essex County Council.
3. Reporting any Health and Safety concerns to the Hostel Manager.
4. Maintain basic First Aid certification.

Epping Forest District Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health and Safety at Work Act 1974:

- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
- To co-operate with Epping Forest District Council in order to enable statutory requirements to be implemented.
- Not to intentionally interfere with or misuse anything provided in the interests of health and safety.

(e) Responsibilities for Finance:

1. Collection of charges at the Hostel.
2. Supporting the Hostel Manager in preparing cash for collection.
3. Supporting the Hostel Manager in the administration and the effective accounting of cash.
4. Pursue arrears on Bed and Breakfast charges.
5. Assisting with the management of Petty Cash in accordance with the procedures set out under the Council's Financial Regulations.

POLITICALLY RESTRICTED POST: **No**

REHABILITATION OF OFFENDERS ACT 1974: **Not Exempt**

Signed: _____ Date: _____
(Director of Communities)

Signed: _____ Date: _____
(Post Holder)

PERSON SPECIFICATION

POST TITLE: Deputy Hostel Manager

POST NO: COT07

		ESSENTIAL	DESIRABLE	ASSESSMENT METHOD (AF/I/ST)
1.	Education, Training and Knowledge			
(a)	A good standard of education.	E		AF
	Formal housing qualification.		D	AF
	Have knowledge of both Adult and Children Safeguarding.	E		I
	Able to undertake Safeguarding Training within 3 months of appointment.	E		I
	Understanding Key issues on Social Housing especially Homelessness.		D	I/ST
	Knowledge of OHMS and Locata Programme paynet.	E		AF/I
2.	Experience			
	Working with vulnerable people.		D	AF/I/ST
	Working with families and children.		D	
	Working with the homeless.		D	
	Working in a residential environment.		D	
	Experience of handling Petty Cash.		D	
3.	What skills are required on appointment in order to carry out the job?			
(a)	<u>Oral Communication</u>			
	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E		I
	Able to communicate with residents of all ages.	E		I
	Able to listen effectively and diffuse potentially challenging situations.	E		AF/I
(b)	<u>Written Communication</u>			
	Able to write letters to a good standard.	E		AF/ST
	Able to write formal reports and file notes to a good standard.	E		AF/ST
(c)	<u>IT Skills</u>			
	Able to use Microsoft Word	E		AF/ST
	Able to use email including Microsoft Outlook.	E		AF/I

(d)	<u>Physical Skills</u> To be active due to the physically demanding nature of the role.	E		AF
(e)	<u>General Skills</u> Able to organise and prioritise own workload	E		AF/I
4.	Expected Values and Behaviours			
	<u>Trust</u> Ability to show trust in all areas of work.	E		I/ST
	<u>One Team</u> Show commitment to one team approach.	E		I/ST
	<u>Performance</u> Is committed to high level of performance.	E		I/ST
	<u>Innovation</u> Is willing to provide Innovation into work.	E		I/ST/AF
	<u>Customer</u> Will adopt and put customer first.	E		I/ST/AF
5.	What are the physical demands required to carry out the job?			
	Able to use stairs.	E		I
	Able to respond to call outs out-of-hours.	E		I
	Able to deal effectively with people with challenging behaviour.	E		I
6.	Other Requirements			
	Able to cope in emergency situations.	E		I
	Able to respond quickly to out-of-hour call outs.	E		I
	Live within 25 mile radius of the Hostel.	E		I
	Own a car and hold a full current driving licence.	E		I
	A satisfactory attendance record in accordance with the Council's Managing Absence policy, taking account of your individual circumstances.	E		AF/I/R

AF - **Application Form**
I - **Interview**
ST - **Sample Test**
R - **References**

**EPPING FOREST DISTRICT COUNCIL
LIMITS OF AUTHORITY**

Post No: COT30	Post Title: Deputy Hostel Manager
Authority:	Comments:
<p>Spending Control Officer</p> <p>For budgets and expenditure codes attaching to the post as set out in the Council's budget document and subject to direction by the Director of Housing.</p>	<p>Post is not a Spending Control Officer, but may in the absence of the Hostel Manager administer Petty Cash at the Hostel.</p>
<p>Authorised Signatory</p> <p>As set out in the schedule maintained by the Director of Finance and updated from time to time by the Director of Housing.</p>	<p>Not an authorised signatory</p>
<p>Financial Regulations</p> <p>As required by Service Directors or as directed by the Council.</p>	<p>N/A</p>
<p>Delegated Authorities</p> <p>As determined by the Director of Housing in accordance with the schedule of delegated authorities in the Council's Constitution.</p>	<p>N/A</p>
<p>Statutory Authorities</p> <p>As determined by the Director of Housing and approved by Council specifically or as delegated.</p>	<p>N/A</p>
<p>Signing of Correspondence</p> <p>As determined by the Director of Housing in any relevant category of correspondence.</p>	<p>Letters to hostel residents concerning welfare and conduct. In particular, non-occupation and payment of arrears.</p>
<p>Supervisory/Managerial</p> <p>As determined by the Director of Housing.</p>	<p>Deputising in the Hostel Manager's absence</p>