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|  | | | | JOB DESCRIPTION | | | Form JD1 |
| **JOB TITLE****:** Healthy Homes Officer | | | | | **POST NUMBER:** 1100EXM | | |
| **REPORTS TO (Job Title):** | | | | | Senior Officer ( Housing Standards and Adaptations | | |
| **DEPARTMENT:** Housing and Community Safety | | | | | **GRADE:** 8 | | |
| **JE REF:** | | | 4037 | | **PANEL DATE:** | 31/07/2018 | |
| **1.** | **MAIN PURPOSE OF JOB**   * To meet the statutory duties of the Council with regard to Private Sector Housing and in particular dealing with homeowners and owners of empty properties, by enforcing national and local standards in housing. * Implement a range of private sector housing initiatives, (advice/education and financial incentives) which aim to ensure that private homes in poor repair, including empty homes are brought up to standard | | | | | | |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** | | | | | | |
|  |  | To assess Homes including empty properties identify building defects and associated hazards and specify the standard, type and quality of the remedy to bring them. | | | | | |
|  |  | To work with owners of Properties and their contractors throughout the duration of any remedial work to enable them to be brought back into use | | | | | |
|  |  | To help owners access financial help (loans and energy efficiency grants ) to ensure that properties meet standards. | | | | | |
|  |  | Where negotiation fails, identify the most appropriate course of action to address the issues and instigate enforcement action against owners who fail to co- operate with the Council. Ensure correct procedures and the enforcement policy are followed | | | | | |
|  |  | Utilise all available legislation to address poor appearance and derelict properties. Prepare and serve or arrange for the serving of notices under the appropriate legislative tools such as; Housing Act 2004, Building Act 1984, Town and Country Planning Act 1990, Prevention of Damage by Pests Act 1949, Environmental Protection Act 1990 etc | | | | | |
|  |  | Ensure compliance with the statutory notices served by the Council. Where necessary, follow procedures leading to works in default, prosecution, Compulsory Purchase or Enforced Sale. | | | | | |
|  |  | Prepare cases for prosecution as necessary and represent the Council in court or at the residential property tribunal. | | | | | |
|  |  | Manage building contracts to ensure resident/public safety. Preparing specifications and drawings, obtain tenders, approve and supervise works, recommend payments, and recharge costs to notice recipients | | | | | |
|  |  | When work is completed satisfactory and notices complied with, ensure that records are updated including cancellation of Notices and removal of information from local authority land search database. | | | | | |
|  |  | To advise customers, council officers and members on complex issues or advise technical aspects of policies and their interpretation providing technical support as necessary, | | | | | |
|  |  | Update the information we hold through periodic audits of empty homes/properties to improve our knowledge and understanding to enable them to be targeted effectively. | | | | | |
|  |  | To attend meetings with Senior officers, the public, Members or external agencies provide advice and technical support | | | | | |
| **3.** | **Supervision of People**  **No. Reporting –** Indirect: Occasional provision training and guidance to student environmental health officers and other trainees | | | | | | |
| **4.** | **CREATIVITY & INNOVATION**   * Interpretation of legal and technical matters * When dealing with repairs the post holder will have to find the most appropriate solution, requiring imagination and negotiation, sometimes adjusting the work programme after considering the views of individual customers. * Innovation in finding solutions to problems within own area of expertise * Recognise opportunities to improve the effectiveness and efficiency of service delivery within housing health and safety functions. * Incorporate council and community themes and priorities into the work of the team, including initiatives * Devise materials that provide practical advice on bringing back in to use Empty Properties thereby promoting the service and best practice within the sector. * Supports the Senior Officer in developing services that meet the requirements of statutory legislation and council policies. * Support the Senior Officer to improve services, by improving working practice and methods of delivering services. This work is guided by local and national policies for housing and social care. * Problems are complex require creativity solutions following consultation and negotiation by the post holder. Solutions must comply with legislation and local policies. * Problem solving is a daily activity. | | | | | | |
| **5.** | **CONTACTS & RELATIONSHIPS**  **Internal:**  Collaborative working with other officers in regulatory services and the council in areas of common interest such as Council tax, Planning and Building Control, Environmental Protection Unit, Street Environment Team, Legal, Customer Advice Centre and Estate Managers.  **External:**   * Collaborative working on a daily basis with customers, their families, external partners in joint arrangements, regional groups/partnerships and government departments to improve service delivery such as the Regional Empty properties practitioners group , North Yorkshire Fire & Rescue Service, North Yorkshire Police, Solicitors, Sheffield Homes and Loans Service and Better Homes Yorkshire * Represent the service in dealings with the above partners where the outcomes to achieve positive outcomes for the partner and/or our service. * Fulfil role of mediator between owners of empty homes, residents, solicitors, independent consultants and contractors, solving problems and disputes as they arise. * Reports to the Senior Officer ensuring any concerns are communicated promptly. This occurs monthly on a formal basis and more frequently on an informal basis. * Works with professionals across the service to promote partnership working and establish effective multi-disciplinary teams. Contact is on a daily/weekly basis. * Works in partnership with other agencies to promote interagency working. | | | | | | |
| **6.** | **DECISIONS – discretion & consequences**  **Decisions:**   * Operational decisions in the field without recourse to advice including the prohibition of premises and the instigation of criminal investigations. * Interpretation and application of housing legislation. * Planning, prioritising and monitoring of workload. * Decide appropriate course of action in relation to determining the best course of action with regard to empty homes in bringing them back in to use – the service of empty property dwelling management orders and compulsory purchase orders. * Decide on own work agenda for each day; attend some meetings called by other staff. These relate to service delivery and service development.   **Consequences:**   * All decisions taken by the post holder must be recorded and open to further scrutiny by stakeholders, managers, legal representatives and the judicial system. * The decisions made by the post holder will have an impact on the health & safety and quality of life of individual customers and upon the overall condition of the cities housing stock. * Specific decisions made by the post holder will have an considerable impact upon the finances and liberties of owners most notably through the use of Empty Property Dwelling Orders, Compulsory Purchase powers and Enforced Sale | | | | | | |
| **7.** | **RESOURCES – financial & equipment**  *(Not budget, and not including desktop equipment.)*  Description Value  Mobile phone £100  Damp meter £300  Digital camera £150  Tools - Noise meter £500  Safety clothing/equipment (coat, boots, helmet, £200  Gloves, personal attack alarm) | | | | | | |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**  **Work demands:** The work covers a wide area of activities and the post holder is required to ensure that service objectives and the needs of customers are met. Routine duties are always liable to be interrupted by unforeseen demands on the service and the post holder is responsible for regularly rearranging work patterns in order to meet emergency situations as they arise. Pressure associated with constantly working to tight timescales, balancing the need to achieve inspection targets with the need to carry out fair and thorough investigations, in accordance with judicial rules and council policy. The post holder is required to work from their own initiative with minimal supervision and to carry asks several tasks at the same time.  **Physical demands:** when in the office (approximately 40%) the work involves use of IT equipment, standard software and specific databases. When out of the office the post holder is required to carry out enforcement activities including visits to both residential and business premises. This requires the need to transport equipment, driving or cycling between sites.  **Working conditions:** when away from the office the post holder can be working indoors or outdoors and can encounter inclement weather and dirty, dusty, noisy and potentially dangerous conditions. The inspection of filthy and verminous premises also brings the post holder into contact with noxious substances including human and animal excrement, nauseous smells, needles.  **Work context:** the work of the post holder involves regular lone working, confrontational situations, unpleasant and disturbing situations. Daily there is a risk of physical or verbal abuse from those with whom they come into contact both over the phone and face to face. The management of conflicts associated with customer expectations and enforcement action can be stressful. | | | | | | |

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| **9.** | KNOWLEDGE & SKILLS  * A Diploma or BTEC in Housing Studies or equivalent experience in housing. * A Housing Health & Rating System’ (HHSRS) qualification * A sound knowledge of the service’s customer standards, practices and procedures and the ability to work to them at all times. * A good knowledge of IT systems used within the service. The skills necessary to interpret and act upon information contained in databases and the ability to use the information to plan and monitor service activities. * Good technical knowledge including the identification of defects and associated hazards and ability to apply knowledge practically without supervision. * Good technical knowledge regarding domestic energy efficiency requirements. * A good knowledge of local, regional and national priorities on housing services keeping up with developments as they occur. * Willingness to provide and undertake training externally and internally to increase personal knowledge and that of others within the current role. * Experience of taking prosecutions or attending the residential property tribunal   **Person Specification: Skills and Experience:**  The post-holder will have   * An ability to understand the importance of an integrated approach to private housing * The skills necessary to interpret and act upon information contained within IT systems used by the service and the ability to use the information to plan and monitor service activities. * The ability to make and act upon decisions taken away from the office often in difficult or pressurised situations. * The ability to work with and direct Student Environmental Health Officers * Ability to lead high risk inspections and advise stakeholders on legal requirements, undertake complex investigations and surveys. Understand powers, court rules and procedures to ensure evidence is admissible and an ability to use this knowledge in a wide variety of situations. * Possession of good organisational and time management skills. * An ability to understand and resolve complex technical issues * Excellent interpersonal skills and a proven ability to operate within a multi disciplinary environment * High standards of written and oral communication with an ability to present complex reports to Members, the public and media in a clear and concise way. * A commitment to deliver high quality customer orientated services * Experience of successful partnership work with colleagues from other statutory, independent and voluntary agencies working in housing and regulatory services . * Commitment to and awareness of health and safety and equal opportunities for staff and customers. * Skills in office based use of IT, and the ability to apply innovative IT   **Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 -** Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. | |
| **10.** | | **Position of Job in Organisation Structure** |