**SOUTH DERBYSHIRE DISTRICT COUNCIL**

**JOB DESCRIPTION**

**DIRECTORATE: Place & Prosperity**

**SERVICE: Housing Services**

**POST TITLE: Private Landlord & Supported Accommodation Liaison Officer**

**GRADE: Scale 5**

**REPORTS TO: Housing Solutions Supervisor**

The post holder will require a DBS Disclosure.

**JOB SUMMARY**

* Building relationships with landlords and estate agents across the District and beyond as possible.
* Building and nurturing effective and long-lasting partnerships with the aim of increasing supply and standards within the PRS sector.
* To improve the quality and standard of supported accommodation and increase oversight and value for money
* To assist in the process of ensuring vulnerable residents have a safe and supportive environment to live that aids move-on into independent living.

**MAIN DUTIES AND RESPONSIBILITIES**

**General**

* To ensure adherence to the Council’s Health & Safety Policy.
* To support, promote and comply with the Council’s Equal Opportunities and Fairness Scheme when undertaking the duties of the post.
* To comply with the Council’s Employee Code of Conduct.
* The post holder will at all times respect the sensitivity and confidentiality of any information that they may have access to regarding their clients/customers in adherence with Data Protection.

**Specific**

• Work with landlords, tenants, letting agents and organisations to increase access to private rented accommodation

• Develop a package of incentives, support and promotional offers to foster good relations and long-lasting partnerships with landlords

• Promote the Private Rented Scheme across key internal and external stakeholders including elected members, housing options teams, empty homes teams, Local Authority private sector teams and community safety, as well as commissioned services, and many more agencies and organisations that cut across key housing themes.

• Increase housing supply in the private rented sector to meet the demand of increased homeless households in the district.

• Negotiate with landlords and agents in relation to costs and secure reduced or in line LHA Rates where possible.

• To provide innovative and creative solutions to the prevention of homelessness and increase the local supply available through triangular activities.

• Help organise and facilitate training and the sharing of best practice to landlords via key partners including DASH

• To determine and give advice on whether a notice served on a tenant is valid and take a proactive role to help resolve the reason for any threat of eviction.

• Provide a comprehensive tenancy relations service, advice and assistance to private sector residents including tenants, sub-tenants, licensees, owner occupiers and housing association tenants.

• To attend appointments or visit individuals to provide advice and assistance with regard to seeking, setting up and maintaining private sector accommodation. Including resolving issues that threaten the tenancy and to prevent homelessness in the Private-Rented Sector.

• To actively manage a caseload of clients in private rented accommodation and provide advice and assistance as necessary to ensure that clients tenancies are sustained with private landlords.

• Provide information, advice and guidance to homeless applicants regarding the homeless process and housing options in relation to their options within the private rented sector.

• Represent the Council at meetings and case conferences as required.

• Help sustain tenancies by ensuring the correct agencies are involved and support is in place working with other departments in the Council as well as external partners such as the Police, Social Services, voluntary and statutory agencies and support services funded by the homelessness prevention grant.

• Lead on and Co-ordinate landlord events, training and forums.

• Assist with the compilation and collation of management and performance information by collating monthly, quarterly and yearly statistics in line with government and departmental guidelines in order to monitor performance.

• To assess the quality of accommodation and support by carrying out visits to each supported accommodation scheme within the local authority area.

• To ensure that a support plan is compiled for each tenant and that support is being taken up and the appropriate number of hours of support are being provided, this could be by requesting job descriptions, staff rotas and carrying out planned and unplanned visits to schemes.

• To check if move-on options are in place and that Move-on Plans Protocol is used correctly by members. To identify tenants who have stayed in supported accommodation over 2 years.

• To build up and maintain an accurate list of support providers and check that the support provided is being provided by the landlord and not another organisation.

• To identify and report any hazards to the Environmental Health/Fire service or other appropriate agency.

• To build up and maintain an accurate list of support providers and check that the support provided is being provided by the landlord and not another organisation.

• To be proactive in identifying new supported accommodation schemes within the district/borough.

• To collate evidence and prepare comprehensive reports in relation to the standard of accommodation and quality of support and liaise with internal and external departments including housing Benefit to drive up improvement.

• To liaise with support providers and Housing Benefit to ensure new claims/changes in circumstances are submitted/reported promptly.

Date Issued: **May 2025**

Issued by: **Housing Solutions Supervisor**