

# LONDON BOROUGH OF LEWISHAM

## JOB DESCRIPTION

**Designation: Reviews Coordinator**

**Grade: P02**

**Reports to: Housing Reviews & Casework Team leader**

**Grade: PO3**

**Directorate: Housing Regeneration and Public Realm**

**Section: Housing Services**

---

### **Main Purpose of the job:**

- To provide an efficient and responsive casework review service, ensuring that all reviews and county court appeals are dealt with in accordance with legislation, Council policy, and statutory deadlines. Acting as a lead officer in liaising with clients and Council solicitors in reviews and when defending County Court Actions.
- To investigate, resolve and respond to formal and information senior level MP/member enquiries and complaints, including from the Ombudsman, regarding the services delivered by Housing Options service within statutory and corporate deadlines and foster a positive relationship with members in relation to their casework.
- To authorise the extension or provision of temporary accommodation in review cases as appropriate.
- To ensure the effective communication of review decisions, complaints, appeals and operational matters arising from reviews and enquiries to staff and managers within the Housing Needs Group and propose solutions that will enhance service delivery

---

### **Summary of Responsibilities and Personal Duties:**

- To carry out statutory reviews under the Housing Act 1996, Part VI, and VII of the Housing Act as amended.
- To provide reports and statistics about the reviews function and support any service improvement initiatives.
- To manage an extensive caseload of reviews and appeals and ensure the investigation and response to these is high quality and within legal deadlines. To liaise with medical team, solicitors, housing providers, advocates and agencies to ensure cases are thoroughly investigated. Also to liaise with customers about the outcomes of reviews and to ensure they are aware of their options and the implications of choices they may make (e.g suitability of accommodation).
- To make complex robust decisions and recommendations on casework undertaken in the Housing Options Service, including to overturn and uphold decisions and service practice.
- To respond to a high level of complex complaints, including those from MPs, members and senior managers within local, corporate and statutory deadlines. Investigating the issues and responding on the full range of issues raised. Ensuring a positive relationship with members is maintained by being responsive to issues, particularly where an enquiry is urgent and ensuring they are updated on progress and receive full, clear responses that focus on solutions to issues.

- Ensure enquiries into complaints are comprehensive and apply relevant legislation, caselaw and policy but also show sensitivity to households needs. Ensuring liaison with and involvement of other relevant sections and agencies and examining all available written and electronic records.
- To research and draft thorough responses to the Local Government Ombudsman as requested and to ensure all information requested by the Ombudsman is made available.
- To provide an excellent customer care service which promotes a positive image of the service to all applicants, advocates and internal and external agency customers whether in person, by phone or any other method of communications To raise customer care concerns about the service which emerge as a result of reviews in the Housing Options management team.
- To promote a housing options approach to service delivery, wherever possible, maximising homelessness prevention and the take up of a range of effective solutions to meet housing need.
- To thoroughly investigate complaints from MPs, elected members and senior managers and where necessary to carry out interviews and home visits to gather information.
- To liaise closely with the Council's Legal Department to provide instructions, agree decisions, discuss matters of law and interpretation, request counsels advice, draft statements and affidavits and attend court wherever necessary.
- From time to time to deal with requests for information under the Data Protection Act and Freedom of Information Act and to be aware of the requirements of the legislation and Lewisham practice.
- Input all data, make detailed case notes and update progress on reviews on all IT systems
- To record and monitor all complaints, enquiries, reviews and appeals being dealt with. To develop and maintain systems to ensure they are accurately reported. To provide management information and reports on these areas as required.
- To produce reports on areas of bad practice, training needs, lack of process or procedures arising out of the review or complaint cases and recommend service improvements, changes to procedures and working practices.
- To assist in the identification and addressing of training needs in the service. As directed to provide advice, guidance and training to staff on good practice and legislation and case law.
- To undertake training as required, e.g. on new legislation or new technology. To keep abreast of all relevant legislation, case law, policy and procedures by reading new caselaw, council and government briefings. To be the lead officer within housing needs to share new developments and best practice.
- Carry out own administration function and provide all information and data as requested by managers.
- Deal with correspondence, maintain records and produce reports as necessary.

- To assist with the induction of new workers by workers shadowing and buddying.
- To participate in project groups as required. To provide information and feedback in the development of annual service and work-plans within the Homelessness Service, and to contribute to the development of divisional plans, the Council's Housing Strategy and other strategic plans as appropriate.
- To ensure the achievement of all performance targets relating to reviews and appeals and allocated enquiries and complaints.
- Any other duties commensurate with the post, including administrative and clerical duties

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.**

**Number of fully managed staff:**

Title:	Grade	No of posts
--------	-------	-------------

**Number of partially managed staff:**

Title:	Grade	No of posts
--------	-------	-------------

## PERSON SPECIFICATION

**JOB TITLE: Reviews Coordinator**

**POST NO:**

DEPARTMENT: Housing Regeneration and Public Realm GRADE: P02

## Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

## Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community  
Understanding of how equality and diversity relates to this post

8

## Knowledge

Understanding of the legal and procedural requirements in relation to homelessness and access to social housing.

Extensive knowledge of the Housing Act 1996 as amended and related legislation and caselaw. **S**

Knowledge of related social welfare, human rights and immigration legislation **S**

#### Knowledge of related social welfare

## Aptitude

Ability to work effectively as part of a team, co-operate with colleagues, be sensitive to people's need and help to achieve own and team goals.

need and help to do  
A flexible approach.

A commitment to the promotion of a homeless prevention approach

Willingness to undertake training as required.

Willingness to undertake training  
A commitment to customer care.

Ability to manage own caseload, conduct investigations and research.

Ability to consistently deliver high quality decisions within statutory and corporate deadlines within the context of a varied and demanding workload

Able to effectively use analytical skills to unravel and assess complex casework issues, and apply the law and council policy to those issues, offer advice and interpretations to colleagues and to ensure the service complies with legislation and council policy.

Ability to use new technology to access records and extract information

Ability to develop effective relationships with professional staff from internal and external agencies to achieve outcomes.

Ability to provide formal and informal training.

The ability to provide relevant and informed training;

## **Skills**

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Be able to sympathetically but firmly interview homeless applicants to gather relevant Information.

Excellent negotiating and influencing skills.

## **Experience**

Experience of managing a caseload.

Experience of undertaking dealing with statutory homelessness and reviews of decisions under t amended) **S**

Experience of dealing with members of the public in sometimes stressful situations where their expectations cannot always be met. **S**

Experience of achieving performance targets and departmental objectives **S**

Experience of training, support and mentoring staff **S**

Experience of excellent written and verbal communication skills with ability to explain complex legislation so it is easily understood by diverse range of customers. **S**

Experiencing of prioritising competing demands in a pressurised environment, recognize service priorities. **S**

## **General Education**

A good standard of education to include excellent level of numeracy and literacy

## **Personal Qualities**

Able to set and maintain the highest standards in professional relationships and behaviour with young people, customers, colleagues and other professionals.

**DBS Disclosure Required?**    **No**     **Basic**     **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor)

## **Physical**

Generally candidates must meet the standard Lewisham requirements for the post