JOB DESCRIPTION

POST: Intensive Housing Management Worker

LOCATION: Gloucestershire

RESPONSIBLE TO: Service Manager (or nominee)

DBS: This post is subject to Adult workforce regulations

JOB PURPOSE:

To work as part of the homelessness service in Gloucestershire providing intensive housing management support to people in our accommodation with the aim of them successfully sustaining their tenancy.

KEY RESPONSIBILITIES

DELIVERING SERVICE

1) To support the aims of the organisation by continually improving the housing service and customer service levels.

2) To assist in the delivery of the housing management service as required including taking and dealing with repair requests and other housing related issues.

3) To minimise void rental loss, optimise rental income, and ensure tenancy conditions are met.

4) Ensure that tenants apply for housing benefit and or personal benefits to maximise income if required.

5) To visit tenants to investigate and resolve any breach of tenancy conditions and to ensure that a satisfactory resolution is achieved.

6) Arrange viewings of the accommodation and facilitate the sign up process.

7) To undertake property inspections at regular intervals and at the end of a tenancy period.

8) Carry out welcome visits to all new tenants and refer to other agencies if additional support is needed.

9) Meet with tenants and carry out exit reviews when the tenant vacates the property, ensure keys are returned and property is left in a good condition.

10) In the absence of support workers, you may be required to provide support and practical help to clients, such as with benefits applications, housing sustainment issues, health matters, education, employment and addiction problems.

11) To work within action plans for each client including risk assessment and management plans.

12) To support the service manager with the ongoing development of a continuous improvement culture.

13) Deal with complaints and tenancy issues as they arise.

14) Report any concerns around safeguarding using P3 procedures.

15) Maintain awareness of and implement good practise in relation to lone working and personal safety.

16) Ensure compliance with all relevant health and safety legislation.

17) Develop and maintain good working relations with a wide range of key organisations and stakeholders.

18) Maximise tenant involvement in service delivery and keep tenants informed.

19) To keep clients records and reports as required.

20) Adopt a proactive approach to Equality and Diversity.

21) Ensure consistent and effective communication with neighbours and other customers.

TEAM WORK

22) Be a member of the staff team working to provide a safe, sound, and supportive environment.

23) Participate, with other staff, in providing a broad range of activities and services. Taking into account individual clients circumstances and preferences, aimed at enabling clients to live with reducing levels of support when appropriate.

HOUSING MANAGEMENT AND QUALITY

24) Help keep the properties/project functioning, clean and in good repair, including:
- making arrangements for repairs;
- dealing with disputes between clients

25) Assist in ensuring effective housing management including:

- Ensuring that rent arrears policies are administered according to the needs and capabilities of clients and that clients are advised and assisted to claim welfare benefits as appropriate.
- Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonment's, so that voids are minimised.
- Monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner.
- Ensuring that the inspection of rooms/properties and undertaking of minor repairs take place where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with tenancy agreements and management agreements.
- To liaise appropriately with partner Landlords and contractors to ensure that planned and day to day maintenance works are identified and carried out with appropriate timescales.

26) Work with clients to ensure skills are in place to maintain tenancy.

27) Deal with complaints in accordance with P3's agreed procedures.

28) Ensure service meets the quality agenda as set out by Supporting People and continually strive to improve service delivery.

29) Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.

30) Ensure effective liaison with the Health and Safety Officer wherever necessary.

DEVELOPMENT

31) Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students, and volunteers.

32) Participate in staff meetings, supervision meetings, training, team development sessions, and other meetings as required, reporting back to the team as appropriate.

33) Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

34) Foster the equality, diversity, and rights of others by ensuring people are respected and valued as individuals.

35) Promote the rights and needs of people who use P3 services in the community.

36) Work within the framework of P3's equality and diversity policy at all times.

OTHER

37) Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.

38) The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.

39) Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

P3
PERSON SPECIFICATION

Intensive Housing Management Worker

	Essential	Desirable
Values Must be able to demonstrate the following values;		
• A commitment to client involvement and empowerment.	✓	
• Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.	✓	
• Recognise and value all aspects of diversity	✓	
• Understanding of and commitment to the importance of accessing training, learning and development opportunities	✓	
• Understanding of those who use our services being enabled to have greater opportunities to exercise their rights	✓	

Experience It is **essential** that you are able to demonstrate experience of one of the following: • At least one years professional experience of homelessness OR: • Personal experience of homelessness OR: • At least three years experience of providing care and/or support services within another social care setting.		
Knowledge and Understanding		
• Must have a sound understanding of housing management systems	✓	
• An understanding of the effects homelessness has on individuals	✓	
• Basic understanding of issues surrounding alcohol and substance misuse		✓
• Knowledge of housing benefit system	✓	
• Knowledge and understanding of housing provision		✓
• Knowledge and understanding of external partner agencies		✓
• Basic understanding of computers	✓	
Skills and Abilities		
• Able to work on own initiative	✓	
• Able to work as an integral member of a team	✓	
• Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies	✓	
• Must demonstrate effective interpersonal and communication skills	✓	
• Able to travel around the region	✓	
• Must be able to respond flexibly to the needs of clients	✓	
Qualifications		
• There must be substantial evidence of commitment to personal and career development relevant to the post.	✓	
• Hold a Full UK drivers licence.	✓	