

Job Description

JOB TITLE: Community Housing Services Officer

RESPONSIBLE TO: Community Housing Services Manager

RESPONSIBLE FOR: N/A

SALARY: £24,000 - £27,000

Role Purpose

- To provide an excellent, pro-active, efficient and tenant focussed general and intensive housing management service to SHS tenants.
- To work with tenants identified as needing additional help to sustain their tenancies, via Intensive Housing Management services.

Key accountabilities

- To take responsibility for providing an excellent, pro-active and efficient housing management services to SHS tenants.
- To carry out risk and needs assessments of tenants in need of the Intensive Housing Management service, as identified via their housing application, nomination to SHS or referral by SHS colleagues .
- To ensure that SHS maximises its income through proactive and timely management of rent accounts and empty homes.

General Housing Management

- Work with colleagues to ensure all void properties are completed within timescales and that the homes are efficiently and correctly allocated and that applications for accommodation, transfers and exchanges are processed effectively and efficiently.
- To sign up new tenants and ensure they are clearly advised of their tenancy obligations.
- To take a proactive approach to managing tenancies and tackling tenancy breaches, taking a firm but fair approach to managing rent arrears and to robustly addressing issues of nuisance and anti-social behaviour.

- To deal with day to day tenancy management issues such as name changes, successions, mutual exchanges, assignments etc.
- To work with Property colleagues to address any concerns relating to access for gas servicing at individual homes, to ensure SHS's statutory obligations are met.
- To build and maintain effective local partnerships with the police, fire service, social services and other statutory and voluntary organisations.

Intensive Housing Management

- To ensure tenants in receipt of the Intensive Housing Management service are assessed and the level of assistance to sustain their tenancy is agreed in an action plan. This would include home visits to tenants to carry out relevant Risk and Needs assessments to identify needs, agree a suitable action plan and referral to voluntary and statutory agencies to promote tenancy sustainment and independent living.
- To ensure compliance with the Society's Intensive Housing Management commitments, with clear and accurate records, showing contacts, referrals and other actions and outcomes. This includes assisting with benefit claims, welfare checks, signposting & accessing support from other agencies, advice and assistance on security in the home and use of SHS equipment within the home.
- To ensure updated information is provided to Mole Valley tele care.
- Testing of the pull cord tele care system, reporting to Property colleagues any issues of concern.
- To ensure the provisions and testing of the Petite buttons, contacting those tenants that do not test their buttons.
- To refer individuals who no longer require intensive housing management, but who need assistance in sustaining their tenancy, to the external Housing Support Co-Ordinator.

Community Engagement

- To work with the Community Engagement Officer in the delivery of events/workshops that contributes to greater financial resilience and improved wellbeing for SHS tenants.
- To attend and lead planned regular "scheme meetings" at all Independent Housing for Older People schemes, ensuring agendas are set and meetings are publicised appropriately well in advance.
- To lead and attend planned quarterly estate walkabouts, involving interested tenants, across all SHS sites where there are more than 10 homes and to

introduce “mini walkabouts” for other sites at a reduced frequency; ensure compliance with the Society’s health and safety policy at a site level, reporting any issues of concern.

- To regularly test the fire alarms.
- Ensure tenancy files are maintained and kept up to date, ensuring that information stored on the database about housing management activities and individual sites is up to date and accurate.
- To work flexibly with colleagues and ensure adequate housing management and office cover at all times.

Partnerships:

- To build and maintain effective local partnerships with the Council, Police, Fire Service, Social Services and other relevant statutory and voluntary agencies.

General

- To contribute to the completion of all required administrative tasks including reports, assessments and the keeping of appropriate records in accordance with SHS policies and procedures.
- To maintain professional and co-operative relationships with voluntary agencies, health, social services and other colleagues or families/stakeholders involved with the well-being of tenants.
- To promote SHS services within the area and participate in any formal or informal tenant/resident/client/management meetings as required.
- To contribute to the effective running of the housing management service through attendance at meetings and training events as required.
- To comply with and work within all SHS policies, procedures and guidelines, to comply with Data Protection and safeguarding legislation and SHS policy on maintaining personal information and client confidentiality.
- To ensure that SHS’s Equality and Diversity policy is fully implemented at all times.
- To ensure that Health and Safety policies are fully implemented at all times and to carry out safety checks as required.
- To maintain the confidentiality of client information within Data Protection and any other relevant legislation and guidelines.
- To comply with all of Sutton Housing Society’s policies, procedures, financial regulations and standing orders

- To comply with the organisation's health and safety policy
- To comply with the organisation's Code of Conduct by behaving in a professional manner at all times
- To demonstrate commitment to valuing diversity and upholding the organisation's equal opportunities and diversity policy at all time
- To undertake any other duties commensurate with this post, as directed by your line manager and Senior Managers.

Key Outputs:
<ul style="list-style-type: none">• To meet targets relating to key areas of performance such as rent, arrears and void management• To manage and deliver the Intensive Housing Management service across the SHS stock.• To achieve and improve service delivery standards; identifying any areas of concern for improvement.• To achieve improvements in tenant satisfaction with improved tenant contact, visits to sites and improved engagement work.

This is a description of the job as it is presently constructed. This will be reviewed periodically and updated to ensure that the job description fully reflects the responsibilities of the job

PERSON SPECIFICATION

JOB TITLE: Community Housing Services Officer

The Person Specification states the **minimum** knowledge, skills and experience required to carry out the job.

KEY SKILLS / KNOWLEDGE/ EXPERIENCE	REQUIREMENTS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Occupational/ Technical/ Professional Qualification(s):	At least 1 year's relevant housing experience	E	
	Experience of working with older and/or vulnerable people	E	
Job specification, experience & knowledge	A sound knowledge of housing law		D
	Up to date knowledge of welfare benefits		D
	Experience of managing a varied workload, working in a fast moving, pressurised environment dealing with conflicting priorities to meet specific targets and deadlines	E	
	Have knowledge and understanding of the needs of older and vulnerable people, safeguarding and a genuine interest in promoting independence for individuals	E	
	Demonstrable experience of pro-active rent and arrears management	E	
	Demonstrable experience of pro-active void management	E	

KEY SKILLS / KNOWLEDGE/ EXPERIENCE	REQUIREMENTS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Financial Management:	Understanding of financial regulations and company procedures relating to financial matters		D
	Budget management experience		D
Communication:	Ability to develop and present written or verbal information in a clear and concise manner	E	
Customer Focus:	Good interpersonal skills and a proven ability to communicate effectively at all levels with a range of customers	E	
	A proven ability to represent the service by developing and maintaining effective relationships with internal and external representatives and other bodies	E	
Information Technology:	Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations	E	
Effort	Demonstrated self-motivation, and able to work without supervision	E	
	Demonstrated capacity to effectively organise and prioritise workload to ensure that tasks are completed in an efficient and timely manner	E	
	Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times	E	
Environmental Demands/working conditions:	Ability to work effectively as part of a team	E	
	Ability to undertake home visits with tenants/applicants as required	E	

KEY SKILLS / KNOWLEDGE/ EXPERIENCE	REQUIREMENTS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Job Circumstances:	Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required	E	
General:	Proven ability to work to a high level of accuracy	E	
	You will have appropriate knowledge of relevant legislation which includes Health & Safety, Data Protection & Freedom of Information	E	
	A full driving license and a car is necessary to carry out this role.	E	