

Role Profile – The What, The Where, The How

POSITION	Housing Management Worker		
TEAM	Homeless Service	LOCATION	Chi Winder and surrounding areas
VERSION	6	LAST UPDATED	April 2024

THE PURPOSE OF THIS ROLE IS TO

To be responsible for dealing with all aspects of the Housing Management function, ensuring a high quality professional service is delivered and customer care standards are maintained for Homeless Service clients.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Provide high quality and effective Housing Management services to client's dependant on their needs, in partnership with the support service.
2. To ensure supported accommodation properties are fit-for-purpose, repaired and maintained to a high standard and voids are filled in a timely manner to maintain occupancy levels.
3. To undertake regular property inspection visits and complete weekly fire checks (and regular evacuations).
4. To provide intensive housing management services which proactively provides the environment and opportunities for clients to succeed in their accommodation, whilst balancing to robustly address breaches of licences which impacts on the quality of life of other clients.
5. Liaise regularly with the Income Management Coordinator around rent and service charges, arrears and any serving of notice to ensure clients understand the process, ensure all support has been put in place to ensure payments have been prioritised and/or seek to secure funding to clear arrears and avoid eviction.
6. Lead the sign up process with support from Key Workers.
7. Contribute to ensuring a safe environment where the creation of places of physical and psychological safety, risk management, and safeguarding are of the highest importance.
8. Contribute to ensuring an environment that offers respect and dignity to each individual client.
9. Assist colleagues with the delivery of good practice in the formulation, implementation and delivery of client's individual risk management plans.
10. Ensure effective communication of client information internally and externally as required using approved electronic, written and verbal communication systems.
11. Assist in the delivery of procedures for admission and induction of clients and liaise and work in partnership with appropriate internal services and external agencies as necessary.

12. Assist in the effective liaison and partnership working with appropriate external agencies as necessary.
13. Assist in the delivery of safe and appropriate evictions where necessary.
14. Ensure efficient record keeping and data collection at all times.
15. Build and maintain good working relations with external agencies, including the local authority, the Police, Social Services, Mental Health Team and other partnership agencies.
16. Seek to continuously improve and develop the service to meet the needs of customers.
17. Maintain a good knowledge of housing and other relevant legislation and good practice within the industry including Housing Act, Anti-Social Behaviour Act and Police reform Act legislation.
18. Regularly review the upkeep of the communal areas of complexes to ensure they are clean, tidy, adequately maintained and present no risk to health and safety.
19. Manage all licences for customers, taking appropriate enforcement action when conditions of the licences are breached, in accordance with policies
20. Work closely with our vulnerable customers to ensure that we address any issues promptly and efficiently, particularly hoarding.
21. Make Safeguarding referrals as and when appropriate.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
- Essential qualifications or skills;
 - Level 2 qualification or above
 - Customer service experience
 - Proficient in IT skills, such as Office and use of proprietary software
 - Excellent communication skills
 - Awareness of professional boundaries
 - Ability to provide life skills advice and guidance
- Has a full driving licence and a satisfactory enhanced DBS check;
- Some experience in the following would be an advantage:
 - Qualification in a relevant field
 - Level 5 qualification or above
 - Experience of working with individuals within the social care sector
 - Experience of working with people with mental health and/or substance misuse support needs
 - Experience of conducting needs and risk assessments

- Experience of preparing and reviewing support plans
- De-escalation and negotiation skills
- Experience of working within a housing management or accommodation field

General Obligations – For All Of Us

- Represent the company positively with all external agencies.
- Service and support the company as requested.
- Establish, develop and maintain effective working relationships with all work colleagues.
- Ensure compliance with the company's health and safety policies and procedures.
- Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Assistant Manager for Accommodation

CONTACTS

Internal

- Homeless Service Team
- Income Management Team
- Tenancy Management
- Services
- Volunteers

External

- Cornwall Health For Homeless
- External agencies (statutory and voluntary)

