

ROLE PROFILE

POSITION	Housing Management Worker		
TEAM	Homeless	LOCATION	Chi Winder and surrounding areas
VERSION	3	LAST UPDATED	February 2020

PURPOSE OF ROLE	Assist Team Leader to provide on-going Housing Management support for Homeless Service clients.
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KEY ACCOUNTABILITIES

1. Provide high quality and effective Housing Management services to client's dependant on their needs, in partnership with the Team Leader (Housing Management) and 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, that 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.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer/customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of work.
7. Attend and participate in meetings as required by the line manager, including supervision, appraisal and training.
8. Undertake specific tasks and projects as directed by the line manager.
9. Produce written reports as required
10. Manage personal workload in liaison with the line manager.
11. Carry out relevant duties appropriate to this role in the organisation.
12. Comply with all company and Group policies and procedures

REPORTING

- Reports to Team Leader (Housing Management)

CONTACTS

Internal

- Key Workers
- Homes and Communities Theme Lead
- Service Manager
- Income Management Team
- Tenancy Management
- Technical Services
- Coastline Services
- Volunteers

External

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

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> ✓ Put our customers first ✓ Be open, honest and accountable ✓ Value each other ✓ Strive to be the best • Excellent interpersonal, communication and listening skills • Flexibility and Adaptability • Non-judgemental with a passion for diversity • Self-motivated and able to use own initiative • Commitment to and understanding of Equality and Diversity 	
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education • Good standard of literacy and numeracy 	<ul style="list-style-type: none"> • Qualification in a relevant field

<p>Experience, Knowledge and Understanding</p>	<ul style="list-style-type: none"> • Experience of working within the social care and/or housing sector • Awareness of Health and Safety issues • Experience of working to a quality assurance framework • Experience team working and multi-agency working 	<ul style="list-style-type: none"> • Understanding of Psychologically Informed Environments and Trauma Informed Care approaches • Experience of working within a housing management field • Experience of conducting Needs and Risk Assessments • Knowledge of the substance misuse treatment system in Cornwall •
<p>Job Related skills</p>	<ul style="list-style-type: none"> • Clear verbal and written communication skills • Ability to make decisions based on sound judgement and a variety of, sometimes conflicting, considerations • Negotiation and de-escalation skills • Efficient and thorough record keeping • Understanding of confidentiality issues • Proficient in IT skills e.g. Office and use of proprietary software 	<ul style="list-style-type: none"> • Able to provide guidance in the area of life skills
<p>Other</p>	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Satisfactory Enhanced DBS Certificate 	