

## Role Profile: The What, The Where, The How

<b>POSITION</b>	Housing Management Worker		
<b>TEAM</b>	Homeless	<b>LOCATION</b>	Tarn West
<b>VERSION</b>	2	<b>LAST UPDATED</b>	April 2022

### THE PURPOSE OF THIS ROLE TO

Be responsible for dealing with all aspects of housing management, ensuring a high-quality, professional service is delivered and customer care standards are maintained for the Homeless Service's families.

## Specific Accountabilities – The Nitty Gritty

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

1. Providing high-quality and effective housing management services to clients dependent on their needs, in partnership with the support service.
2. Ensuring 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. Undertaking regular property inspection visits and complete weekly fire checks (and regular evacuations).
4. Providing intensive housing management services that proactively provide the environment and opportunities for clients to succeed in their accommodation, whilst, in balance, robustly addressing breaches of licences that impact on the quality of life of other clients.
5. Liaising 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. Leading the signup process with support from Key Workers.
7. Ensuring a safe environment in which the creation of places of physical and psychological safety, risk management, and safeguarding are of the highest importance.

8. Ensuring an environment that offers respect and dignity to each individual client.
9. Assisting colleagues with the delivery of good practice in the formulation, implementation and delivery of client's individual risk management plans.
10. Ensuring effective communication of client information internally and externally as required, using approved electronic, written and verbal communication systems.
11. Assisting in the delivery of procedures for the admission and induction of clients; and liaising and working in partnership with the appropriate internal services and external agencies as necessary.
12. Assisting in the effective liaison and partnership working with appropriate external agencies as necessary.
13. Assisting in the delivery of safe and appropriate evictions where necessary.
14. Ensuring efficient record keeping and data collection at all times.
15. Building and maintaining good working relations with external agencies, including the local authority, the Police, Social Services, Mental Health Team and other partnership agencies.
16. Seeking to continuously improve and develop the service to meet the needs of customers.
17. Maintaining a good knowledge of housing and other relevant legislation and good practice within the industry, including the Housing Act, the Anti-Social Behaviour Act and Police Reform Act legislation.
18. Regularly reviewing 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. Managing all licences for customers and taking appropriate enforcement action when conditions of the licences are breached, in accordance with policies.
20. Working closely with our vulnerable customers to ensure that we address any issues promptly and efficiently, particularly hoarding.
21. Making safeguarding referrals as and when appropriate.

### General Obligations: For All Of Us

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 Accommodation Manager

## 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: The Who

<b>POSITION</b>	Housing Management Worker		
<b>TEAM</b>	Homeless	<b>LOCATION</b>	Tarn West and surrounding areas
<b>VERSION</b>	4	<b>LAST UPDATED</b>	May 2021

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

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

