



Job Title: Housing Management Officer

Job Summary: To be responsible for the day-to-day management of the supported accommodation, ensuring a safe and secure environment.

To provide advice and an intensive housing management service to vulnerable women who may have children.

To enable Service Users to maximise their independence, maintain their accommodation, and seek and secure appropriate move on accommodation

Hours of Work: 37.5 hours per week

Leave: 33 days per annum pro rata inclusive of bank holidays.
Rising to 35 pro rata after five years of service inclusive of bank holidays.
Rising to 37 pro rata after ten years of service inclusive of bank holidays.

Responsible to: Team Leader

Responsible for: Volunteers, Domestic Cleaners

Main Duties:

1. To work at all times with a professional and responsible manner, often unsupervised.
2. To promote the scheme externally at all times to ensure the scheme is at maximum occupancy

3. To Support Service Users by signposting and working with other agencies to obtain practical support on health, education, employment and other areas to enable them to successfully sustain their accommodation.
4. Assist residents moving into and out of the scheme with practical support and advice, liaising with external agencies as appropriate.
5. To liaise with external agencies and Team Leaders regarding referrals and move on.
6. To provide practical advice and assistance to Service Users to maximise their income and work to ensure nil arrears.
7. To support the Service Users both as individuals and as a group, encouraging the development of a friendly and mutually supportive environment within the scheme and a positive relationship with the wider community.
8. To support with any issues of anti-social behavior in or around the property.
9. As far as reasonably practicable, ensure that the needs of tenants' children are being met via regular contact and support of the women.
10. To draw up individual move on plans, using a computerised system where required, based on assessed needs, working closely with staff from other agencies where appropriate
11. To ensure Service Users' files are up to date and kept in a secure manner.
12. To support Service Users in keeping to the terms of their licence agreement, including payment of rent, and reporting non-compliance to the Team Leader.
13. To report any safeguarding issues in line with the NH&S and multi-agency policies.
14. To ensure resident involvement is embedded in all aspects of service delivery.
15. To maintain records of expenditure, and ensure that expenditure remains within the limits of the home budget.
16. To ensure the property is maintained in a good condition, both internally and externally
17. To report promptly any repairs or maintenance which may be required to the Office and/or Housing Association.
18. To ensure that the scheme is safe and secure

19. To ensure that the scheme is tidy, free from hazards and that Domestic Cleaning is being carried out to a high standard in line with the Cleaning Specification
20. To carry out and record any tests / checks required as part of Norton Housing and Support's Health and Safety Procedures, such as fire drills and test alarms and emergency lighting
21. To ensure that records of testing and maintenance are up to date and in an appropriate manner.

General

1. To attend Team Meetings and other meetings as required including Management Committee Meetings.
2. To oversee the induction of new volunteers and thereafter to provide regular one-to-one supervisions for volunteers.
3. To work as part of a team.
4. To work within the policies and procedures of Norton Housing and Support Ltd including abiding by the confidentiality policy
5. To take on additional responsibilities or other reasonable duties as agreed with the Team Leader/Chief Executive, appropriate to the skills and competencies of the role.

June 2018