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**JOB DESCRIPTION**

**Job Title:** Warden (Tenancy Support)

**Job Summary:**

1. To support tenants to maintain their tenancies
2. To ensure the safety and security of the property and its tenants.
3. To provide intensive housing management tasks.

**Hours of Work:** As detailed in contract.

**Leave:** 5 weeks per year plus bank holidays (pro rata)

**Responsible to:** Supported Housing Officer.

**Main Duties:**

1. To ensure tenants are aware of their health and safety responsibilities and to encourage them to report any concerns.
2. To ensure communal areas are clean and free from hazards.
3. To carry out fire drills and test alarms and emergency lighting in line with agreed procedures (if applicable)
4. Assist in the completion of risk assessments and fire risk assessments, and familiarise self with the contents of these.
5. To report promptly any maintenance issues to the office.
6. To ensure the availability of cleaning materials for the communal areas.
7. To ensure the property is maintained in a good condition both internally and externally.
8. To monitor the quality of work carried out by the handyman / external contractors, reporting any concerns to the office.
9. As far as practicable to have regular contact with tenants, reporting any concerns regarding their wellbeing to the Supported Housing Officer.
10. To report to the Supported Housing Officer any antisocial behavior perpetrated by Tenants.
11. To support tenants if required to make a complaint and record and promptly pass on any complaints to Supported Housing Officer.
12. To assist the tenants as required in maintaining a service from utility providers.
13. To work as part of a team.
14. To adhere to the agreed rota.
15. To communicate effectively, completing the handover book on a daily basis.
16. To work within the policies and procedures of Norton Housing and Support Ltd (including Lone Working)
17. To carry out other intensive housing management tasks as required by the Operational Management Team.

**Data Protection and Confidentiality:**

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;

1. Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.
2. Protecting computer systems from unauthorised access – e.g. maintaining the security of your password, not bypassing security software.
3. Promptly reporting to your Line Manager any data breaches that you become aware of.