



Job Title: Intensive 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 secure appropriate move on accommodation.

Hours of work: 37.5 hours, 8.30am-4.30pm Monday-Friday.

Leave: 5 weeks per annum plus statutory bank holidays, with an additional 2 days' pro rata for 5 years and 10 years of service.

Responsible to: Operational Manager

Responsible for: Domestic Cleaner

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, working with the Operational Manager 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 Operational Manager regarding referrals and move on.
6. To provide practical advice and assistance to Service Users to maximise their income and work to ensure nil ineligible charge arrears, reporting non-compliance to the Operational Manager.

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 behaviour in or around the property.
9. As far as reasonably practicable, ensure that the needs of Service Users' 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 assessment 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 report any safeguarding issues in line with the NH&S and multi-agency policies.
13. To ensure Service User involvement is embedded in all aspects of service delivery.
14. To maintain records of expenditure, and ensure that expenditure remains within the limits of the home budget.
15. To ensure the property is maintained in a good condition, both internally and externally.
16. To report promptly any repairs or maintenance which may be required to the NH&S Office and/or Housing Association.
17. To ensure that the scheme is safe and secure.
18. 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.
19. To carry out any tests / checks required as part of Norton Housing and Support's Health and Safety Procedures, including testing the fire alarms and emergency lighting and carrying out fire drills, and ensuring that records of testing and maintenance are kept 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 work as part of a team.
3. To work within the policies and procedures of Norton Housing and Support, including abiding by the confidentiality policy.
4. To take on additional responsibilities or other reasonable duties as agreed with the Operational Manager/Chief Executive, appropriate to the skills and competencies of the role
5. To attend and undertake any necessary training, being aware of the need for professional development.

Data Protection and Confidentiality

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

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