



Job Title: Housing Assistant (Fixed Term Contract)

Job Summary:

- To support the Housing and Community Officer in the day-to-day housing management of supported flats and group homes, ensuring a safe, secure and mutually supportive environment.
- In conjunction with the Housing and Community Officer and Senior Administrator, to ensure properties are maintained to a high standard and in line with regulatory requirements.

Hours of Work: 20 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: Housing and Community Officer

Responsible for: To support the Housing and Community Officer in the management of the wardens.

Main Duties:

Move on and Maintaining Tenancy

1. To liaise with Support Workers to identify residents ready to move on from the group living schemes to their own tenancy. To draw up a move on plan and provide practical advice and signposting to facilitate their move, liaising with external agencies as appropriate.
2. In conjunction with the Housing and Community Officer and Support Workers, to deal with any issues of anti-social behaviour, nuisance or harassment in or around the properties.
3. To establish links with a range of community based services and resources to facilitate the signposting of Residents and enable them to access advice and practical support with health and wellbeing, education, employment and social inclusion.

Health and Safety

In conjunction with the Housing and Community Officer and Senior Administrator, to ensure that standards of health and safety are maintained consistently across schemes, specifically:

- Carrying out health and safety checks;
- Ensuring tests/checks required as part of Norton Housing and Support (NH&S) health and safety procedures such as fire drills, alarm tests and emergency lighting tests are being carried out and recorded;
- Ensuring domestic cleaning is being carried out to a high standard and in line with the cleaning specifications.

Maintenance

1. In conjunction with the Housing and Community Officer and Senior Administrator, to ensure properties are maintained to a high standard, both internally and externally, consistently across schemes.
2. To support the Housing and Community Officer and Senior Administrator, to draw up and tender for the annual maintenance programme.
3. To meet with contractors.

4. To liaise with partner Housing Associations to facilitate good working relationships and ensure maintenance issues are resolved promptly.
5. Utilising Microsoft Excel, to maintain accurate records of repairs raised.
6. To carry out void inspections as required, placing repair orders as necessary to facilitate the prompt reletting of properties.

General Duties

1. To work at all times in a professional and responsible manner.
2. To promote NH&S externally to raise the profile of the organisation and facilitate referrals.
3. To ensure Tenants' files are up to date and kept in a secure manner.
4. To report any safeguarding issues in line with the NH&S and multi-agency policies.
5. To ensure resident involvement is embedded in all aspects of service delivery.
6. To maintain records of expenditure, and ensure that expenditure remains within budget.
7. To attend Team Meetings and other meetings as required including Management Committee Meetings.
8. To work as part of a team.
9. To work within the policies and procedures of NH&S
10. To take on additional responsibilities or other reasonable duties as agreed with the Housing and Community Officer appropriate to the skills and competencies of the role.

Data Protection and Confidentiality:

To work within the confidentiality and data protection policies and procedures of NH&S, 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.