



Job Title: Housing Officer

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

To provide housing related advice and an intensive housing management service to residents.

To work with residents to manage their accommodation and tenancy.

To complete all tasks and work as part of the team in accordance with NH&S organisational values:

- Person-centred
- Empowerment
- Respect
- Inclusiveness
- Integrity
- Working in partnership

Hours of work: As detailed in contract.

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: Head of Housing and Resident Services

Responsible for: N/A

Main Duties:

1. To always work with a professional and responsible manner, often unsupervised.
2. To promote the scheme externally as required, in conjunction with NH&S Housing Team
3. To support residents 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. To assist residents moving into and out of the scheme with practical support and advice, liaising with external agencies as appropriate.
5. To provide practical advice and assistance to residents, to maximise their income, sign up for utilities and apply for relevant benefits, working to ensure zero arrears.
6. To support the residents, both as individuals and collectively, encouraging the development of a friendly and mutually supportive environment and a positive relationship with the wider community.
7. To support with any issues of anti-social behaviour in or around the property, using appropriate tools and inter-agency working to achieve optimum results.
8. To work closely with staff from other agencies where appropriate, particularly in relation to supporting residents.
9. To signpost and advise residents to apply for relevant grants for furniture etc. and food donation points, if needed.
10. To ensure residents files are up to date and kept in a secure manner.
11. To report any safeguarding issues in line with the NH&S and multi-agency policies.
12. To ensure resident involvement is embedded in all aspects of service delivery, and to be responsible for leading on resident involvement meetings, activities and events.
13. To maintain records of expenditure and ensure that expenditure remains within the limits of the budget.
14. To work with residents, and the wider NH&S team, to ensure the property is maintained in a good condition, both internally and externally.
15. To report promptly any repairs or maintenance which may be required and keep full and accurate records of action taken.
16. To ensure that schemes are safe and secure.
17. To ensure that the scheme is tidy, free from hazards and that any contracts (e.g. cleaning, landscaping) are carried out to a high standard.
18. 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.
19. To carry out a robust sign-up procedure and frequent tenancy checks, to ensure residents are not at risk of breach of tenancy agreement.
20. If someone is not appropriately housed, to work with the resident and local agencies to manage a safe move on in conjunction with Management.
21. Where required, general cleaning of communal areas and ensuring the availability of cleaning materials.

Blaby Scheme Only:

In addition to the tasks listed above, the Housing Officer based in Blaby will be required to:

22. Work with Blaby District Council and the NH&S Head of Housing and Resident Services to ensure the scheme is at maximum occupancy.
23. Arrange resident involvement sessions in the scheme office, opening this offer to the wider community as appropriate.

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 and data protection policy.
4. To take on additional responsibilities or other reasonable duties as agreed with the management team, 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.

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.