



Job Title: Housing Co-ordinator

Job Summary:

- To ensure that residents receive high quality housing related support, that enables them to manage their tenancy and increase their independence.
- To be responsible for the day-to-day health and safety and maintenance of all schemes, ensuring a safe, clean and secure environment.
- To facilitate resident involvement
- 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
- To ensure that breaches of licence or tenancy agreements are dealt with promptly and in line with NH&S procedure.

Hours of Work: 30 hours per week.

Location: This role requires in-person working at sites across Leicester and Leicestershire.

Leave: 6.6 weeks per annum inclusive of bank holidays.

Responsible to: Head of Housing & Resident Services (the organisation's Health and Safety Lead)

Responsible for: Housing Officers, Cleaners, Maintenance Operative

1. Referral and Move On

1.1 To manage the referral and assessment process for the supported flats schemes, and work with the Support Manager in assessing applicants for the supported housing service, making recommendations for placement to the Head of Housing and Resident Services

1.2 Minimising void times by ensuring that assessments are carried out in a timely manner, and that any issues highlighted in void checks are promptly followed up.

1.3 In conjunction with the Support Manager, working to improve awareness of the organisation and open up new referral routes within the local community, as required by the Head of Housing and Resident Services

1.4 Ensuring that residents ready to move on to a more independent setting are provided with high quality move-on support by Housing Officers, that Housing Officers are aware of appropriate move on pathways and are proactively working with residents to identify suitable housing.

2. Maintaining and Managing Tenancies

2.1 Anti-Social Behaviour: Ensuring that ASB is being dealt with in line with the organisation's policies which prioritise prevention, education and early intervention. Handling formal ASB complaints from residents and making recommendations to the Head of Housing and Resident Services where formal sanctions such as warnings, Acceptable Behaviour Contracts or Notices may be required.

2.2 Arrears: In conjunction with the Finance & Resource Lead, identify and support residents with rent arrears and draw up and monitor repayment plans, ensuring a whole team approach to support residents' financial health.

2.3 To assist the Head of Housing and Resident Services in taking any necessary legal action in line with breach of tenancy agreements.

2.4 To ensure that residents receive high quality housing related support, that enables them to manage their tenancy and increase their independence.

2.5 Ensuring that links with community-based services and resources are embedded throughout the organisation.

2.6 To take part in the opening of new or redeveloped schemes, ensuring referrals are received in a timely manner and new tenants are signed up and moved in without delay.

3. Stakeholder Involvement

3.1 To ensure residents have access to regular, engaging and informative house or tenant meetings that support them to participate in a way that meets their needs and preferences.

3.2 Actively promote the In This Together engagement group and attend meetings, ensuring feedback or suggestions are considered and acted upon.

3.3 Drawing up and monitoring action plans arising from consultation events, surveys etc.

3.4 Facilitating the Trustee visiting programme, drawing up and monitoring action plans.

3.5 Supporting the Head of Housing and Resident Services in developing and implementing stakeholder involvement initiatives.

3.6 Promoting a positive complaint handling culture.

4. Health and Safety

4.1 Carry out risk assessments and health and safety checks, making accurate records and following up any action points in a timely manner.

4.2 Ensure compliance checks including Fire Risk Assessments, legionella risk assessments, gas safe checks etc are carried out promptly, and corrective actions completed, and recorded, in a timely manner.

4.3 Ensuring tests/checks required as part of NH&S health and safety procedures such as fire drills, alarm tests and emergency lighting tests are being carried out and recorded.

4.4 Maintaining the asbestos management plan and ensuring monitoring of asbestos containing materials is being carried out as required.

4.5 Ensuring domestic cleaning is being carried out to a high standard and in line with cleaning specifications, and line managing cleaning staff.

5. Maintenance

5.1 In conjunction with the Head of Housing and Resident Services, to implement the asset management plan, ensuring properties are maintained to a high standard, both internally and externally, consistently across schemes.

- 5.2 To draw up specification of work and obtain quotes, including for the annual maintenance / decorating programme, to enable the Head of Housing and Finance and Resource Lead to make informed budgeting decisions.
- 5.3 To develop and apply a sound understanding of the organisation's responsibilities in terms of maintenance, as well as the responsibilities of landlord partners and residents.
- 5.4 To liaise with partner Housing Associations to facilitate good working relationships and ensure maintenance issues are resolved promptly, escalating issues where needed.
- 5.5 To manage the responsive repairs service, ensuring tasks are carried out to target.
- 5.6 To support the Head of Housing in managing the environmental and decarbonisation agenda.
- 5.7 To carry out checks on new contractors, maintain the approved contractor list and ensure that the out of hours call handling service is provided with details of chosen emergency contractors.

6. General Duties

- 6.1 To work at all times in a professional and responsible manner.
- 6.2 To act as out of hours emergency contact, on a rota basis.
- 6.3 To ensure that the housing team are utilising computer systems to fully and accurately record interactions with residents, incidents or issues of concern, and maintenance reports.
- 6.4 To report any safeguarding issues in line with the NH&S and multi-agency policies.
- 6.5 To attend Team Meetings and other meetings as required including Management Committee Meetings.
- 6.6 To work as part of a team.
- 6.7 To work within the policies and procedures of NH&S
- 6.8 To take on additional responsibilities or other reasonable duties as agreed with the Head of Housing and Resident Services/Chief Executive, appropriate to the skills and competencies of the role.

7. Data Protection and Confidentiality:

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

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