

## Job Description

<b>Job title</b>	Intensive Housing Management Officer / Assistant
<b>Location</b>	Across Derventio's offices and project locations
<b>Accountable to</b>	Head of Housing & Support (Midlands) Intensive Housing Management Team Leader
<ul style="list-style-type: none"> <li>○ All contracts are based on a 40 hour week (pro rata + or -)</li> <li>○ This role will require you to undertake a Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitation of Offenders Act 1974</li> <li>○ You must be prepared to wear an ID badge and security tag</li> </ul>	
<b>Job Purpose</b>	
<p>Corporate functions: allocating and letting properties, taking appropriate action on breaches of licence agreements / tenancies, including antisocial behaviour, working in conjunction with the Income Recovery Team to ensure appropriate action is taken to deal with arrears of rent and charges</p> <p>As Officer / Assistant you will assist the Team Leader with the intensive housing management function. You will play a key role in interviews and assessments, allocation of housing and settling in new clients/residents. You will be highly motivated and maintain performance in line with agreed procedures and processes.</p> <p>You will work as part of a team of Intensive Housing Management employees to achieve the required outputs for the area of operation.</p> <p>You will work with the Support &amp; Resettlement Team to agree all allocations for housing decisions.</p>	
<b>Duties and Responsibilities of the Post</b>	
<ol style="list-style-type: none"> <li>1. Work as a cohesive team to achieve the performance and quality of service required in the department</li> <li>2. Follow all policies and procedures to ensure effective service delivery</li> <li>3. Assist in providing cover in the team for absences</li> <li>4. To provide regular reports and monitoring as requested by the Team Leader to ensure that procedural timescales are adhered to and that actions in operating plans are completed within timescales</li> </ol>	

5. To take prompt action on all void properties to ensure that they are let as quickly as possible, and within target times and work with other departments as necessary. All allocations must be jointly agreed with the Support & Resettlement Team.
6. To make allocations ensuring that all applications for accommodation are treated fairly and in accordance with the company's policy and procedures
7. To ensure that the company encourages and promotes diversity in the application of policies and procedures
8. To ensure that settling in visits for new clients/residents and ongoing residency audits are carried out in a timely fashion and visits are coordinated with the Support & Resettlement Team
9. To ensure that accurate records are kept for each property
10. To ensure that the reasonable service demands of clients/residents are met quickly and effectively
11. To ensure that clients/residents apply for housing benefit and/or personal benefits where eligible to maximise income
12. To provide an intensive housing management and resettlement service to clients / residents, supporting them where needed, in consultation with the Support & Resettlement Team
13. To report all complaints and where low level / appropriate seek a resolution. Keep records as required and report all matters to the Team Leader, particularly where escalation is required
14. To assist in taking appropriate and timely action to deal with any breaches of licence agreements / tenancies and other contracts
15. To assist support team colleagues in the delivery of support plan outcomes
16. To work with the Income Recovery Team in taking appropriate action to deal with rent and charge arrears
17. To liaise with the Maintenance & Property Standards Team to ensure that the appearance and health and safety of the company's properties are maintained to the highest standards
18. To ensure that clients/residents are kept fully informed of changes and developments via meetings, letters, newsletters, notices and personal contact
19. To ensure that accurate records are kept
20. To ensure clients/residents needs are at the forefront of service provision and seek participation from them in service developments
21. To participate in the promotion of client/resident involvement initiatives
22. To attend meetings with clients/residents, including evening meetings as necessary
23. To liaise with clients/residents, employees and other agencies in a professional manner
24. To develop and maintain excellent working relationships with local authorities, adult social care, probation, health services and other statutory agencies
25. To promote the company's shared supported housing services and build and maintain relationships with other partners; local voluntary agencies, local agencies, local businesses and training organisations and any other agency to assist in meeting the company's objectives

26. To establish and maintain good links with employees in other sections of the company to ensure that our client/resident's current and future needs are met
27. To provide the Team Leader with accurate and timely reports, statistical information and written reports on a monthly basis and as required
28. To input data and update the update the computer system as required
29. To assist the Team Leader/Senior in improving policies and procedures
30. To assist the Team Leader/Senior with producing reports as required
31. To keep abreast of current legislation regulatory requirements and best practice and assist the Team Leader/Senior in ensuring that the team's policies and procedures reflect current requirements and best practice
32. To attend and contribute to regular team meetings
33. To attend meetings and carry out duties outside normal office hours when necessary for the delivery of the service
34. To uphold and promote the company's vision and values
35. To be proactive in seeking improvements in the company's service delivery for the benefit of our clients/residents
36. To understand your role in the company and to be accountable for your contribution to maximise surpluses
37. To understand how your job contributes to the overall purpose of the company and be accountable for delivering it in the most efficient way
38. To liaise with employees in other departments to ensure that value for money is obtained in delivering the service
39. To adhere to the company's financial regulations, standing orders, policies and procedures, in particular: Health & Safety, Confidentiality, Data Protection and Customer Care
- 40. To carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons we also reserve the right to transfer you to alternative duties. For this reason it is a condition of employment that you are willing to do so if requested from time to time.**

### Development and Training

To respond positively to new and alternative systems and undertake training and development activities as identified

### Health and Safety

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post

### **Equality & Diversity**

To support, promote and comply with the company's Equality and Diversity policies in the performance of the duties and responsibilities of the post

### **Confidentiality & Data Protection**

The company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act.

### **Professional Boundaries**

To comply with the company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees and other organisations/people that we work with in the performance of duties and responsibilities of the post.

### **Safeguarding**

As part of my wider duties and responsibilities I am required to promote and actively support the company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young. It is about everyone who may be vulnerable.

### **Agreement of Job Description**

I understand and accept the job duties and responsibilities as contained in the job description.

**Signature**

**Print name**

**Date**
