

JOB DESCRIPTION

JOB TITLE: IHM & Support – Officers and Assistants

LOCATION: Across Derventio Housing Trust's offices and project locations

ACCOUNTABLE TO: Assistant Director (South West)

All contracts are based on a 40 hour week (pro rata + or -)

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 Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

CORPORATE FUNCTIONS: allocating and letting properties, resettlement/tenancy support, tenancy training, maximising income, assisting clients/residents with budgeting & debts, ensuring client/resident complies with requirements for DWP to minimise HB sanctions, attending appointments, agency liaison referrals, taking appropriate action on breaches of licence agreements/tenancies, work in conjunction with the Income Recovery Team to ensure appropriate action is taken to deal with arrears of rent and charges

As Senior you will assist the Line Manager with the Housing & Support function in a designated geographical area.

You will play a key role in the support and resettlement of residents, covering a wide variety of tasks that contribute to fixing broken lives. You will be highly motivated and maintain performance in line with agreed procedures and processes.

You will work as part of a team of Housing and Support employees to achieve the required outputs for the area of operation

You will work with the Line Manager to agree all allocations for housing decisions.

DUTIES AND RESPONSIBILITIES OF THE POST

1. Work as a cohesive team to achieve the performance and quality of service required in the department.
2. Follow all policies and procedures to ensure effective service delivery.
3. Assist in providing cover in the team for absences.
4. To provide regular reports and monitoring as requested by the Line Manager to ensure that procedural timescales are adhered to and that actions in operating plans are completed within timescales.
5. To take prompt action on all void properties to ensure that they are let quickly as possible, and within target times and work with other departments as necessary. Ensure the right mix of clients/residents in shared housing to balance behaviours.
6. To assist in allocation decisions 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.
9. To ensure that accurate void records are kept for each property.
10. To ensure that the reasonable service demands of clients/residents are met quickly and effectively.
11. Ensure that clients/residents apply for housing benefit and or personal benefits where eligible to maximize income.
12. To provide a housing management and support service to clients/residents following Company policy and procedure
13. Ensure that positive support plan outcomes are consistently achieved.
14. Report all complaints to the Line Manager, where low level/appropriate matters seek a resolution. Keep records as required and report any outstanding/serious matters to the Assistant Director particularly where escalation is required.
15. To take appropriate and timely action to deal with any breaches of licence agreements/tenancies and other contracts.
16. Report all Maintenance and Property Standards issues as per Company policies to ensure that the appearance and health and safety of the Company's properties are maintained to the highest standards.
17. To ensure that clients/residents are kept fully informed of changes and developments via meetings, letters, newsletters, notices and personal contact.
18. To work with the Income Recovery team in taking appropriate action to deal with rent and charge arrears.
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 employees, clients/residents 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 Companies 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. Establish and maintaining good links with staff in other sections of the Company to ensure that our clients/residents current and future needs are met.
27. To provide the Line Manager with accurate and timely reports, statistical information and written reports on a monthly basis and as required.
28. To input data and update the computer system as required.
29. To keep abreast of current legislation regulatory requirements and best practice and assist the Line Manager in ensuring that the Team's policies and procedures reflect current requirements and best practice.
30. To attend and contribute to regular Team Meetings.
31. To attend meetings and carry out duties outside of normal office hours when necessary for the delivery of the service.
32. To uphold and promote the Company's vision and values.
33. To be proactive in seeking improvements in the Company's service delivery for the benefit of our clients/residents.
34. To understand your role in the Company and to be accountable for your contribution to maximise surpluses.

35. To understand how your job contributes to the overall purpose of the Company and be accountable for delivering it in the most efficient way.
36. To liaise with employees in other departments to ensure that value for money is obtained in delivering the service.
37. To adhere to the Company's financial regulations, standing orders, policies and procedures, in particular: Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.

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, undertake training and development activities as identified.

HEALTH & 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 & comply with the Company's Equality & 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 2018/UK GDPR.

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 the 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.
Sign _____ Date _____