

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Intensive Housing Management Team Leader
<b>LOCATION:</b>	Across Derventio Housing Trust's offices and project locations
<b>ACCOUNTABLE TO:</b>	Assistant Director Operations (Midlands)

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, 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

You will assist in supervising employees; the distribution of workloads and contribute to high levels of motivation and performance amongst the team.

The key tasks are to assist the Line Manager to organise/coordinate the team, distribute tasks, and ensure employees are performing.

You will also work alongside the rest of the team to achieve the required outputs for the area of operation.

You will work with the Coach Support Team to agree referrals for intensive support.

The post is part of the Intensive Housing Management Team and the post holder will deputise for the Manager as requested.

### DUTIES AND RESPONSIBILITIES OF THE POST

1. To assist in supervising the Midlands team (Seniors, Officers and Assistant Officers).
2. Where requested by the Line Manager, assist in monitoring employee performance and quality.
3. Where requested by the Line Manager, contribute to the induction of new employees.
4. Assist in implementing policies and procedures to ensure effective service delivery.
5. To take part in appropriate training of employees as directed by the Line Manager.
6. To provide knowledgeable advice and support to employees as required.
7. Assist in planning the deployment of employees in the team to ensure that priorities are met and that cover is available for absence.
8. To provide regular reports and monitoring as requested by the Line Manager or above to ensure that procedural timescales are adhered to and that actions in operating plans are completed within timescales.
9. 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. Ensure the right mix of clients/residents in shared housing to balance behaviours.

10. To make allocation decisions ensuring that all applications for accommodation are treated fairly and in accordance with the Company's policy and procedures.
11. To ensure that the Company encourages and promotes diversity in the application of policies and procedures.
12. 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 Coach Support.
13. To ensure that accurate void records are kept for each property.
14. To ensure that the reasonable service demands of clients/residents are met quickly and effectively.
15. Ensure that residents apply for housing benefit and or personal benefits where eligible to maximise income.
16. To provide an intensive housing management and resettlement service to residents supporting them where needed, in consultation with Coach Support.
17. Assist Coach Support colleagues in the delivery of support plan outcomes.
18. Respond to low level complaints and where appropriate seek a resolution. Keep records as required and report all matters to the Line Manager, particularly where escalation is required
19. To assist in taking appropriate and timely action to deal with any breaches of licence agreements/tenancies and other contracts.
20. To work with the Income Recovery team in taking appropriate action to deal with rent and charge arrears or issues.
21. 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.
22. To ensure that residents are kept fully informed of changes and developments via meetings, letters, newsletters, notices and personal contact.
23. To ensure that accurate records are kept.
24. To ensure residents needs are at the forefront of service provision and seek participation from them in service developments.
25. To encourage and participate in the promotion of resident involvement initiatives.
26. To attend meetings with clients/residents, including evening meetings as necessary
27. To liaise with employees, clients/residents and other agencies in a professional manner.
28. To develop and maintain excellent working relationships with local authorities, adult social care, probation, health services and other statutory agencies.
29. 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.
30. Establish and maintain good links with employees in other sections of the Company to ensure that our clients/residents' current and future needs are met, particularly in respect of new developments.
31. To provide the Line Manager with accurate and timely reports, statistical information and written reports on a monthly basis and as required.
32. To input data and update the computer system as required.
33. 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.
34. To attend and contribute to regular team meetings.
35. To attend meetings and carry out duties outside of normal office hours when necessary for the delivery of the service.

36. To contribute to the development of the Company's strategy for embracing diversity and ensuring that our service are equally accessible to all.
37. To uphold and promote the Company's vision and values.
38. To be proactive in seeking improvements in the Company's service delivery for the benefit of our clients/residents.
39. Report all relevant matters to the appropriate Manager or above and ensure any issues are communicated to other employees/volunteers as necessary.
40. To understand your role in the Company and to be accountable for your contribution to maximise surpluses.
41. To understand how your job contributes to the overall purpose of the Company and be accountable for delivering it in the most efficient way.
42. To liaise with employees in other departments to ensure that value for money is obtained in delivering the service.
43. 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 PROECTION**

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 \_\_\_\_\_

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.