

## ROLE PROFILE

<b>Role Title:</b>	Housing Officer
<b>Department:</b>	Supported Living
<b>Role Purpose:</b>	To provide excellent housing management services to supported housing customers in accordance with the corporate priorities, values and customer service ethos of the organisation.
<b>Reporting to:</b>	Team Leader
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Enhanced
<b>Role Level:</b>	Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>To assist customers to maintain tenure agreements at the scheme.</p> <p>To provide occasional low level emotional support as required by customers.</p> <p>To provide advice and support to customers in order to resolve disputes.</p> <p>To assist in the establishment of security routines, including fire safety procedures.</p> <p>To provide support necessary to effectively respond to incidents and to report these according to procedural requirements.</p> <p>Take a proactive approach to overseeing the management of voids and tenancy terminations.</p> <p>Ensure that vacant properties are let with minimal rent loss.</p> <p>To review referrals and carry out interviews with potential customers to assess their</p>
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	<p>Suitability for the accommodation and include carrying our affordability checks.</p> <p>To clean void room when authorisation has been given to do so.</p> <p>To carry out litter picks of the area outside of the building to include the car park on a Daily basis.</p> <p>To report any maintenance works required.</p> <p>To ensure all visitors are signed into the building.</p> <p>Carry out regular patrols of the building.</p> <p>To ensure compliance with tenancy conditions and take necessary action to resolve Breaches.</p> <p>Proactively manage and investigate reports of anti-social behaviour taking a complainant Centred approach in line with corporate policies and procedures.</p> <p>Management and resolution of complaints in line with service standards.</p> <p>Complete shift handovers to include adherence to Midland Hearts financial policies And procedures.</p> <p>To contribute to your own individual development through an annual review and Learning Plan.</p> <p>To contribute to the training and development of other staff, and customers.</p> <p>To undertake day to day administration and prepare information for reports as per line Managers instructions-to include but not exclusively-</p>
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	<p>Duty log, contact sheets, Health and Safety records, reporting maintenance and Financial handovers.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work And to undertake Health and Safety duties outlined in the Midland Heart and Safety policy commensurate with this position.</p> <p>To carry out sign-ups to the tenancy with customers to include completion of Housing Benefit forms where required.</p> <p>To create personal payment plans with individual customers and take appropriate action Where require to deal with any rent arrears.</p> <p>Ensure weekly housekeeping checks are carried out on site and include room checks.</p>
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<b>Education, Qualifications and Training</b>	GCSE Maths & English or equivalent.
<b>Knowledge and Experience</b>	Relevant experience of working in customer focused environment.
<b>Role Specific Skills &amp; Behaviours</b>	<p>Able to use various IT systems and good keyboard skills.</p> <p>Good numeracy skills.</p>