



ROLE PROFILE

Role Title:	People Case Officers
Department:	Housing Management
Role Purpose:	To deliver a high quality housing management service that meets the needs and aspirations of our customers and contributes towards the wider business objectives and purpose of the organisation.
Reporting to:	Housing Management Team Leader
Responsible for:	None
Disclosure level:	Standard DBS
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To deliver excellent housing management services that reduce the risks of tenancy failure through appropriate and proportionate interventions, ensuring adherence to Midland Heart policies and procedures.</p> <p>To form effective relationships with customers to maximise the duration of their tenancy from sign-up to termination, and to work in partnership with them to shape, develop and continually improve services.</p> <p>To improve the organisation's local knowledge and influence through networking and development of links with other agencies.</p> <p>To ensure that customers receive a co-ordinated and comprehensive service; delivering an excellent customer experience and high levels of satisfaction with the service.</p> <p>To adopt a flexible, co-operative and innovative approach to your areas of responsibility, supporting the work of your team and other colleagues throughout the organisation.</p> <p>To promote service delivery that aims to resolve all cases efficiently with a sustainable outcome.</p> <p>To use IT systems to keep accurate and timely records of all actions taken and to produce reports as requested.</p> <p>To present a positive and professional image of Midland Heart, in line with the organisations values.</p> <p>To proactively manage a caseload of anti-social behaviour, safeguarding and tenancy fraud cases, in line with the organisations policies, procedures and case management principles.</p>
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To deliver a problem solving case management approach to tackling tenancy management issues that reduces the risks of tenancy failure.

To provide advice, support and encouragement to customers to ensure they maintain their tenancy and comply with tenancy conditions.

To use all available interventions to resolve problems and tenancy breaches.

To proactively work with other departments and customers to reduce the risk of damage caused to Midland Heart's assets by customer neglect, accident or malicious act.

To safeguard and reduce the risk of harm to customers, staff and contractors, and support victims and witnesses through effective support case management methods.

To work with partners and other agencies to increase the detection and prevention of tenancy fraud.

To ensure timely and accurate records are maintained of any actions, conversations, contacts and decision making.

To instigate tenancy enforcement and court action where it is reasonable and proportionate to do so, and work closely with the legal team in ensuring the desired outcomes are achieved.

Make appropriate referrals to statutory agencies and other organisations; brokering support where needs are identified and challenging agencies to deliver outcomes.

To attend and/ or lead on meetings such as case conferences and partnership meetings, ensuring accurate records are kept and actions are delivered.

Identify and implement service improvements that improve the delivery of a quality service, value for money and high levels of customer satisfaction.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health & Safety Policy commensurate with this position.

Any other duties commensurate with this post.

This post is not area specific and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart's operational areas as determined by the needs of the business and / or being flexible with working



	patterns to meet the variable demands of customers.
Education, Qualifications and Training	<p>Educated to 'A' level standard (or above) and have obtained five GCSE (grade C or above) standard including English, Mathematics and ICT</p> <p>Evidence of on-going personal and professional development</p>
Knowledge and Experience	<p>Case management experience of investigating anti-social behaviour, working with vulnerable customers and enforcing tenancy conditions.</p> <p>Working in a customer service environment and delivering excellent customer experience.</p> <p>Operational experience of delivering Housing Management services, including the application of housing and other relevant legislation Personal contributions to service improvement and development of policies and procedures.</p> <p>Track record of delivering successful and sustainable outcomes for customers.</p> <p>A good working knowledge of housing, anti-social behaviour and other relevant legislation.</p> <p>A sound knowledge of accepted good practice in service delivery within the social housing and customer service Ability to monitor and control devolved budgets.</p>
Role Specific Skills & Behaviours	<p>A high level of written and verbal communication skills, people management and interpersonal skills</p> <p>Be able to demonstrate excellent problem solving skills A good team player but the ability to work independently and make difficult and timely decisions.</p> <p>To be able to analyse and interpret complex information and use it in individual casework and service improvement</p> <p>Effective use a wide range of ICT systems and software necessary for the delivery of service and business objectives</p> <p>Excellent self organisational skills; able to work under pressure, prioritise effectively and meet tight deadlines.</p> <p>Able to identify and meet the needs of a diverse range of people and understanding safeguarding and equality and diversity issues</p> <p>Commitment to quality service provision; delivering an excellent customer experience and high levels of customer satisfaction</p> <p>Resilience and the ability to maintain service delivery through</p>



difficult and challenging circumstances.

Innovative and receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.

Flexible and prepared to work outside normal service operating hours according to the needs of the service.

Ability and willingness to travel. Holds a driving licence and has the use of an insured vehicle for work use, or evidence of the ability to travel throughout the area of operation.