

## ROLE PROFILE

<b>Role Title:</b>	Housing Officer
<b>Department:</b>	Supported Living
<b>Role Purpose:</b>	As a Housing Officer you will provide excellent housing management services to these customers in accordance with the corporate priorities and values of Midland heart.
<b>Reporting to:</b>	Team Leader
<b>Responsible for:</b>	N/A
<b>Disclosure level:</b>	Enhance
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p><b>Housing Management:</b> To undertake all scheme health and safety duties as outlined in Midland heart's Health &amp; Safety policies and procedures.</p> <p>Take a proactive approach to overseeing the management of voids to ensure both schemes are compliant with KPI's.</p> <p>Undertake some domestic duties as required to ensure scheme operates within KPI targets for voids and room allocation.</p> <p>Carry our regular room and flat inspections to effectively manage maintenance and repairs and ensure customers are compliant with their licence conditions.</p> <p>Ensure that scheme repairs are reported and recorded as per local scheme processes.</p> <p>Monitor referrals to the services, verifying the housing need of applicants and assessing their suitability for supported accommodation.</p> <p>Carry out tenancy sign up's, assisting customers with setting up their utilities and ensuring that the appropriate documentation is submitted.</p> <p>Assist customers with benefit applications to ensure maximisation of income.</p>
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	<p>Ensure customers understand their obligations in respect of their licence agreements and address any breaches that are reported or identified.</p> <p>Proactively manage and investigate reports of anti-social behaviour, working with Support staff and Night Security to bring resolution to issues raised.</p> <p>Liaise with the police and other agencies to ensure the safety of customers and prevent damage to the fabric of the building.</p> <p>Assist customers to access both internal and external support as required and assist with referrals or signposting to other agencies.</p> <p>Participate in and facilitate customer events or meetings held within the scheme as directed by your Line Manager.</p> <p>Manage the resolution of complaints in line with service standards.</p> <p>Complete informal and formal consultations with customers and stakeholders to inform service delivery.</p> <p>To assist customers with the move on process and ensure compliance with notification periods.</p> <p>To undertake day to day administration, using IT systems to keep accurate records and to produce reports as directed by your Line Manager.</p> <p><b>Finance:</b> Ensure compliance with all Midland Hearts Financial Policies and Procedures.</p> <p>To monitor customer rent accounts and liaise with relevant departments such as Housing Benefit, DWP and/or the Income Team.</p> <p>Formulate repayment plans with customers where rent arrears have been identified to prevent these from escalating.</p> <p>To collect rent payments from customers, ensuring the use of the correct processes of receipting, recording on customer's personal payment plan and the Northgate posting sheet.</p> <p>To complete cash reconciliations at shift handover in line with policy &amp; procedure.</p>
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**Relationships:**

Responsibility to ensure any concerns are reported which may include using the whistle-blowing or safeguarding policy and procedures where appropriate.

To ensure the safety of vulnerable adults and children in line with Midland Heart's Policies and Procedures.

Attend and contribute to all staff meetings held within the service.

Attend and contribute to regular supervisions with your line manager.

To attend training and contribute to the training and development of other staff.

Develop and maintain professional relationships with customers, ensuring boundaries are kept.

Develop good relationships with all external agencies ensuring that the best possible service is maintained.

**General Requirements:**

To be responsible for the health, safety and welfare of yourself, all staff, customers, visitors, contractors and any others at work.

Promote and uphold Midland Hearts policy on equal opportunities.

Adhere to Midland hearts policy & procedure on sickness absence.

Adhere to Midland hearts Code of Conduct.

To utilise the Manager on call rota in the event of serious event at the scheme or additional support needed.

To comply with rota changes from time to time as directed by your line manager.

To contribute to the continuous improvement of the service.

To undertake other duties commensurate with the grading of the post as may be required from time to time.

To comply with reasonable management requests.

<b>Education, Qualifications and Training</b>	GCSE grade C or equivalent
<b>Knowledge and Experience</b>	<p>Knowledge:</p> <ul style="list-style-type: none"> <li>• An understanding of issues in relation to homelessness</li> <li>• Knowledge relating to welfare benefits system including housing benefit regulations.</li> <li>• Health and Safety requirements of supported accommodation settings.</li> </ul> <p>Experience:</p> <ul style="list-style-type: none"> <li>• Experience of housing management</li> <li>• Experience of working with individuals or families with housing needs.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Skills:</p> <ul style="list-style-type: none"> <li>• IT systems and good keyboard skills.</li> <li>• Good organisational skills with the ability to prioritise tasks.</li> <li>• Excellent interpersonal skills.</li> <li>• Good verbal and written communication skills</li> </ul> <p>Behaviours:</p> <ul style="list-style-type: none"> <li>• Enthusiastic and solution focussed.</li> <li>• Have a team work ethic.</li> <li>• Able to deal with people in an assertive, fair and consistent manner.</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> </ul>