

ROLE PROFILE

Role Title:	Intensive Housing Management Officer
Department:	Operations
Role Purpose:	In your role as Intensive Housing Management Officer you will deal directly with residents managing rents, anti-social behaviour at the scheme, repairs and will ensure the health, safety and wellbeing of all our customers, visitors and contractors.
Reporting to:	Independent living Manager
Responsible for:	None
Disclosure level:	Enhanced plus Barring Lists
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Ensure that you adhere to all the relevant Midland Heart policies & procedures.</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 business, as well as Partner agencies. You will need to be able to communicate with people at all levels both verbally and in writing.</p> <p>In order to maximise the duration of their tenancy from sign up to termination you will deliver excellent housing management services to customers by developing and maintaining effective and professional working relationships with customers of the scheme. You will identify customers that are struggling to maintain their tenancy and assist support providers in finding a solution.</p> <p>You will be required to deal with anti-social behaviour promptly following Midland hearts policies and procedures in order to prevent disruption to customers, visitors and neighbours. This will involve issuing clear written warnings, notices to customers as appropriate.</p> <p>Good administration skills are crucial in this role and have a good knowledge of IT.</p> <p>Robust and prompt rent collection is a priority, both personal charge and housing benefit.</p> <p>To comply with reasonable management requests</p>
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Education, Qualifications and Training	<p>Educated to a GCSE standards in English & Maths or equivalent</p>
Knowledge and Experience	<p>Relevant experience of working with vulnerable people</p> <p>Relevant experience or knowledge working with individuals with drug or alcohol dependencies</p> <p>Relevant training in relation to the role</p> <p>A good awareness of Health and Safety</p> <p>An understanding of confidentiality and data protection</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour</p> <p>Relevant experience of working in a customer focused environment and that of a housing officers role.</p> <p>Able to relate to and knowledge of customer group including: young people, homeless, mental health and substance misuse</p> <p>Knowledge relating to welfare benefits in particular housing benefit to assist customers to claim this benefit successfully</p> <p>Good self-organisation skills, ability to prioritise tasks and work to agreed deadlines</p> <p>Good verbal and written communication skills – able to communicate clearly with colleagues, customers and staff from other agencies.</p> <p>Able to prioritise conflicting demands that are presented by customers and partners</p>
Role Specific Skills & Behaviours	<p>Demonstrate self-awareness in everyday situations and responding appropriately and constructively challenge ways of working</p> <p>Able to work well on your own and as part of a team</p> <p>Trustworthy and dependable, respectful and honest, consistently putting the organisations values into practice.</p> <p>Able to construct and preserve respectful relationships, and adapt your approach to others and each situation.</p> <p>Are approachable and you are able to foster trust to be able to build rapport with others</p> <p>Take responsibility for your own actions to ensure that excellent customer service is delivered</p> <p>Effective decision making skills, and able to influence others</p>