

ROLE PROFILE

Role Title:	Intensive Housing Management Officer
Department:	Supported living
Role Purpose:	<p>In your role as Intensive Housing Management Officer, you will deal directly with residents and support them in maintaining their tenancies; managing rents, dealing with anti-social behaviour at the scheme, repairs and will ensure the health, safety and wellbeing of all our customers, visitors and contractors.</p> <p>You will form part of a friendly, motivated team, working closely with the Partnership Services Manager and support staff to address and resolve any issues that are identified.</p> <p>In return, Midland Heart offer a competitive salary, Pension scheme, access to employee benefits including special offers, days out etc.</p>
Reporting to:	Independent Living Manager
Responsible for:	N/A
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>
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	<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>Ideally candidates should be educated to a secondary education level with a minimum of GCSE standards in English & Maths and/or have received training in appropriate areas of this role.</p> <p>Full training will be given to the right candidate.</p>
Knowledge and Experience	<p>Relevant experience of working with vulnerable people, in particular Mental Health conditions</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 officer role.</p> <p>Knowledge of, and the ability to relate to the customer group including: young people, mental health, substance misuse(drugs or alcohol), offending/anti social behaviour</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>You will be able to demonstrate self-awareness in everyday situations including being aware of others responses to their behaviour and actions</p> <p>You will be able to challenge yourself; and try new ways of thinking and working and be able to demonstrate that you are clear about</p>

	<p>your responsibilities at work. You will be able to work well on your own and as part of a team</p> <p>To be trustworthy and dependable, respectful and honest, consistently putting the organisations values into practice. You will actively promote equality and diversity (sensitive to the protected characteristics) treating everyone with dignity and respect.</p> <p>You will be able to spend time constructing and preserving respectful relationships, able to adapt your approach to others and each situation.</p> <p>Able to communicate in an open and candid manner, using suitable language, demonstrating effective communication skills to promote our customers' needs</p> <p>Engage with and encourage customer feedback that enables collaborative decision making and empowers others to engage in meaningful activity to promote customer engagement</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>You will be able to, enthusiastically seek to understand a range of factors why change is needed and how it will affect you.</p> <p>Take part in consulting with others and contribute to decision making about the direction of your area of work. You can demonstrate they you can influence others to be able to deliver the best of what our customers expect.</p>
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