

## **JOB DESCRIPTION**

**Post:** Housing and Support Officer

Responsible to: Housing Services Manager



### **Overall Role Objectives**

To provide a highly visible, intensive housing management service for a patch of circa 120 properties, with a customer base where a level of support need may be present. The HSO's primary responsibilities to include the delivery of Intensive Housing Management support, the management of rent and service charge accounts and recovery of arrears; voids and lettings; tenancy management including nuisance and anti-social behaviour; and the completion of annual tenancy audits and estate inspections.

### **Key tasks**

#### **Housing and tenancy management**

- To provide advice and information to residents and others on all tenancy matters, welfare benefits and re-housing requests.
- To assist residents with their support needs to sustain and benefit from their tenancy, working closely with Care and Support staff (where present) and external agencies as required.
- To pro-actively monitor rent accounts, taking early and preventative action to minimise rent and service charge arrears, in accordance with Ability policy and procedures
- To work with the Income Officer to take effective recovery action in high arrears cases, assisting in the progression of formal court proceedings, as appropriate
- To assist in the achievement of efficient void turnaround and lettings
- To assess the needs of applicants for housing with Ability and of current residents for internal transfer, liaising with LA nominees and others, making recommendations for action in accordance with Ability policy and procedures.
- To ensure that each end of tenancy and new letting is completed in line with administrative and legal requirements, including tenancy termination, tenancy agreement and associated paperwork, HB / UC application, CORE forms etc
- To ensure that residents understand their rights and responsibilities as set down in tenancy / licence agreements

- To investigate reports of nuisance, anti-social behaviour and other breaches of tenancy, to ensure that the conditions of tenancy are met by residents, working with Care and Support staff and external agencies to manage breaches and help resolve disputes.
- Where necessary to assist in taking legal action, including injunctions to enforce the conditions of tenancy
- To assist Ability in setting the service charges for all properties within the designated area and where applicable to consult with residents about changes.
- To carry out Estate Inspections, monitoring cleaning, grounds maintenance, repairs and maintenance and other estate / block services, liaising with Ability colleagues and others to improve the quality of the environment and ensure tenancy conditions are met.
- To assist in identifying, reporting and monitoring repairs and maintenance within the designated patch of rented properties
- To carry out Tenancy Audits, collecting and maintaining up to date information about customers and any changing support needs in order to assist the Association to deliver targeted services.
- To complete and periodically review IHM support plans with residents, as required
- To actively promote resident engagement in service delivery using resident feedback to help Ability deliver customer-focused services
- To attend internal and external meetings as required. Time off in lieu is available for attending meetings outside of normal office hours.
- To deal effectively with complaints in line with the Association's procedures.

## **General**

- To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties.
- To be aware of and comply with all current policies, procedure and guidelines.
- To contribute to the development of policy, procedures and best practice.
- To ensure that record keeping, monitoring and administrative systems are kept fully up to date and accurate in accordance with procedures.
- Ability is committed to providing a healthy and safe working environment and expects all employees to observe and promote H&S related policies in all areas of their work, including attending training as appropriate.
- To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.

- To work effectively with other members of the Housing Services team to meet team objectives and targets and to deputise for other Housing and Support Officers as required.
- To promote effective multi agency working by keeping up to date on other relevant statutory and voluntary agencies, cultivating good local contacts, attending regular network meetings and generally promoting the work of Ability Housing with other agencies.
- To attend internal and external meetings as required. Time off in lieu is available for attending meetings outside of normal office hours.
- To carry out other duties, reasonably requested, which may be appropriate to the role.

## **PERSON SPECIFICATION**

- Relevant experience in housing management, or a Professional qualification in an appropriate housing management discipline.
- Experience of supported housing would be useful but is not essential. Experience of working in General Needs housing / tenancy management, combined with a desire and aptitude for helping people to maintain independence.
- An understanding of some of the issues and barriers faced by tenants / household members who have learning disabilities, mental health needs and / or physical and sensory impairments.
- Knowledge of the legal and regulatory framework of social housing and property / tenancy management, together with experience of delivering services that meet these requirements.
- Excellent communication and inter-personal skills.
- Experience of working with customers in 1-1 situations
- Excellent time management: able to prioritise workloads and manage multiple tasks.
- Good numeracy and literary skills appropriate to the requirements of the job role.
- Flexible approach to work, able to work collaboratively as part of a team, developing good working relationships with colleagues and external service providers.
- Able to use Microsoft Office applications and a Housing Management system.
- Car driver – full clean driving licence and use of own car.
- Able to carry out property and estate visits across the designated area.

Please note:

Hybrid-working is encouraged and supported by Ability. The HSO post will require frequent travel to complete property visits, estate inspections and other housing tasks, in order to meet agreed targets for the role and to successfully meet the needs of residents.