

Job title: Enhanced Housing Management Officer

Line manager: Team Leader

Grade (if applicable): C12

Direct reports:



Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

Role Purpose:

You will provide an enabling enhanced housing management service to a designated group of tenants to maximise their independence and ensure the sustainment of their tenancies, whilst responding flexibly to the varying needs of a mental health group. The service provides an enhanced housing management service only and does not provide direct support to tenants and licensees through keyworking or support planning. You will be required to complete annual risk assessments for each tenant/licensee. Our Enhanced Housing Management services house people who have previously been in supported housing to aid their recovery from mental ill health.

Key results:

- Enable Tenants/Licensees to maximise their independence and ensure the sustainment of their tenancies.
- Welcoming new Tenants/Licensees to services and introduce them to the services and facilities, and all the relevant housing rules and regulations relating to their tenancy/license and to support them to sustain this.
- To ensure that Tenants/Licensees are aware and understand the responsibilities of their tenancy/license and to assist them to sustain this.
- Carry out regular Health and Safety and building checks including fire safety checks and flat checks in conjunction with Tenants/Licensees and ensure any follow up actions such as repair reporting are completed.
- Maintain accurate and up to date Health and Safety records. Ensure a high standard of cleanliness safety and security within the scheme including any on-sites offices.
- Monitor the performance of contractors including cleaning, gardening, window cleaning, to ensure the communal areas are clear and clean and inviting for Tenants/Licensees.
- To encourage Tenants/Licensees to recognise and understand responsibilities around reporting repairs, monitoring the progress against completed works.
- To be aware of the risk's factors including warning signs, triggers and crisis plans and to follow the Risk Assessment/Management and SOVA procedures. To liaise with support agencies including Care Co-ordinators and GP if there are any concerns.
- Ensure clear communication with your Line Manager of any concerns relating to customers or their living conditions.
- To keep accurate, up to date records on referrals, refusals, acceptance, daily contact notes and outcomes, reporting on information as requested by the Line Manager. To provide information and reports if requested.
- To liaise with Housing and Income Officers to assist with rent, service charge collection and arrears recovery, including liaising with Housing Benefit Officers.
- Promptly report any complaints, accidents, or unusual incidents to the relevant person.
- Report any Safeguarding concerns internally and externally within 24 hours.
- To assist in completing Needs Assessments for applicants who may be suitable for our service.
- Provide information and guidance to our customers to increase their independent living skills i.e., increasing and encourage independence, budgeting, assistance in training and education, dealing with tenancy related issues and signposting to specialist agencies for support.

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- To actively engage with Tenants/Licensees that may be resistant to working with the service and completing regular checks on their welfare.
- To keep accurate, up to date records on referrals, refusals, acceptance, contact notes and reporting on information as requested by the Line Manager. To provide information and reports if requested.
- To encourage customers to recognise the benefit of additional support services related to their mental health, drug and alcohol misuse problems, or other issues and assist with access to these services.
- Promote the integration of the tenant into the local community and provide opportunities by which they will be enabled to develop skills and have access to the widest possible range of experiences.
- Responding flexibly to the varying needs of a mainly mental health client group.
- To maintain excellent and professional relationships with stakeholders that may be involved with customer support.
- To be responsible for your own personal Health and Safety whilst at work adhering to policy and procedure including reporting of any unsafe acts or conditions to management.
- Undertake any other duties consistent with the above as requested by the Team Leader or Service Manager.

Success metrics:

- Play an active and key role in developing and influencing team and directorate objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent team-working.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure, and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining, communicating and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint, or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Maintain customers and company confidentiality and adhere to professional boundaries and the Companies Code of Conduct.

About you:

You will be:

- Able to communicate effectively with customers, staff, Line Manager and stakeholders in plain, easy to understand English, both in writing and verbally.
- Demonstrate excellent customer care skills.
- Be able to work flexibly to meet customer needs and service requirements.
- Demonstrate your commitment to equality and diversity and have a genuine desire to help people with support needs connect with their community.
- Ability to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Have excellent time management skills and be able to meet deadlines and achieve goals.
- Have comprehensive I.T. skills and be able to use packages such as Office Outlook, Word and Excel, Internet and database systems and ability to maintain electronic records, with attention to detail.
- Knowledge of tenancy sustainment and benefits.

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- Be approachable with a can-do attitude.

You will have:

- Experience of providing support or enhanced housing management to the designated client group either in a volunteering or professional role.
- An understanding of customer service in a service delivery setting.
- Thorough and up to date knowledge of health and safety issues relating to the designated client group.
- Thorough and up to date knowledge of welfare benefits for the designated client group.
- Thorough and up to date knowledge of safeguarding vulnerable adults and children, protocols, and good practice.
- Understanding of housing support needs of the designated client group and benefits of a flexible, outcome focused and personalised support service whilst assisting people to help themselves.
- Knowledge of related services provided by the statutory and voluntary sector.
- Experience of partnership working internally and externally, such as statutory agencies, GPs, care, and coordinators etc.
- Understanding of confidentiality and data protection issues.

This role is subject to an Enhanced DBS check