

## **HOME GROUP** **JOB DESCRIPTION**

<b>1</b>	<b>JOB DETAILS</b>	
	<b>Job Title: Housing Management Worker</b>	<b>Date:</b>
	<b>Reports to:</b> Senior Client Services Manager or Client Services Manager plus dotted matrix reporting to Support Coordinator	<b>Ref:</b> HOMEJD213

<b>2</b>	<b>JOB PURPOSE</b>  <p>To ensure Home Group properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and supports cohesive neighbour and community relations.</p> <p>To ensure the service achieves maximum occupancy through effective void and maintenance management and enforcing tenancy conditions.</p> <p>To ensure that rent and service charge income is collected effectively and processed through appropriate systems in a timely manner.</p>
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<b>3</b>	<b>DIMENSIONS</b>  <ul style="list-style-type: none"> <li>• No direct reports.</li> <li>• No direct budget responsibilities but contributes indirectly to ensure that property services are cost effective and rent and service charge income is collected.</li> <li>• The role will predominantly only involve housing management related tasks, however, may require a low level of support of signposting to support.</li> <li>• You are required to be flexible to work within other office/service locations in the future within an agreed area of your initial office location</li> </ul>
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**4 KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED**

- Experience of working within supported/social housing, property management or care/criminal justice setting
- Ability to maintain confidentiality and professional boundaries, and to work on own initiative.
- Ability to work within a case load management framework; participate in team and 121 reflective practice sessions and provide feedback and support to colleagues with the aim of continuous personal and service development.
- Experience of working as part of a team and ability to work independently.
- Ability to liaise with other colleagues and internal and external partners.
- Basic knowledge of building maintenance, housing management and health and safety
- Ability to complete spreadsheets, and to follow set processes and routines.
- The ability to use IT systems.
- Good written and verbal communication skills
- Ability to work flexibly and to problem solve.
- The ability to travel extensively and to have use of own vehicle.

**5 KEY RESULT AREAS**

- As part of a team, ensure that all Home Group properties are visited in accordance with contractual requirements, and ensure that properties are maintained to suitable levels.
- Adhering to void and rent arrears policy and procedure minimising voids and maximising income through rent collection.
- Work with the team to ensure voids rooms are turned around within time scales to ensure the service achieves maximum occupancy and a best fit with sound financial control.
- Work with colleagues to provide sufficient ad hoc and welfare visits.
- Conduct initial client inductions as requested, essentially admitting new clients, issuing welcome packs, and ensuring that the client understands the house rules and tenure agreement before signing them.
- Ensure that all routine safety checks and procedures are followed and recorded as required.
- Ensure that furnishings are maintained, and make provisions for their replacement where required, including attendance on site as required to ensure properties meet the required regulatory, quality and home client promise standards.
- Carry out basic cleaning and room turnaround tasks to ensure the above standards are met.
- Support and empower clients to maintain the cleanliness of the communal areas, personal space and exterior of the property in accordance with the terms of their license supporting them to develop their independent living skills.
- Monitor properties for damage, comply with and record defects, health and safety checks, actions as required and arrange repairs as required, and ensure processes are followed where deliberate damage has been caused.
- In residential services registered with the Care Quality Commission (CQC), work with the registered manager to ensure that the building and furniture meet CQC essential standards of quality and safety.
- Report and record all housing management information within our relevant IS system.
- Ensure that cleaning and other contractors can access properties, and that they meet contractual requirements and standards.
- Liaise with support workers and line managers regarding visiting arrangements, to ensure that an integrated service is delivered.

- Engage with clients in a professional, non-discriminatory manner, and communicate messages to/from support workers as required.
- Respond to any immediate client requests for support whilst visiting Home Group properties, recording details in the client file and SWIMS, and reporting any concerns regarding behaviour or household dynamics to support and care colleagues.
- Conduct occasional routine housing management briefings and training sessions with clients as directed by the line manager.
- Assist support workers in relation to rent collection and benefit applications, and in relation to client feedback and involvement.
- Contribute to risk assessments relating to property and client issues and follow incident reporting procedures as required.
- Ensure that any newly acquired properties are fit for purpose and are suitably provisioned.
- Work with managers to ensure that decommissioned properties are handed back in accordance with the decommissioning policy and that Home Group fixtures and fittings are recycled as appropriate.
- Maintain contact with neighbours to ensure their on-going confidence in Home Group services.
- Enforcing tenancy conditions, and following policy and legal procedures where necessary which may involve attendance at court.

## **6 COMMUNICATIONS & WORKING RELATIONSHIPS**

### **Internal:**

1. Support Workers
2. Support Coordinators
3. Client Service Managers
4. Senior Client Services Managers
5. Business Contracts Manager
6. Administrators

### **External:**

1. Contractors including planned activities (e.g., cleaners) and reactive maintenance.
2. Ad hoc suppliers in relation to equipment delivery
3. Neighbours of Home Group leased or owned properties.
4. Benefit departments, landlords, referral agencies and other stakeholders
5. Regulators e.g., CQC

7	<p><b>SCOPE FOR IMPACT</b></p> <p><b>Colleagues</b></p> <ul style="list-style-type: none"> <li>Provides a key role in the delivery of Home Group accommodation via liaison with support/care colleagues.</li> </ul> <p><b>Customer and Clients</b></p> <ul style="list-style-type: none"> <li>Maintains professional relationships with service users and can offer support as per identified support needs or refer to a support worker.</li> <li>Responds to any concerns identified whilst undertaking property visits.</li> <li>Supports service users by ensuring that properties are properly maintained, and that service users are encouraged to maintain premises to an acceptable level.</li> </ul> <p><b>Quality / Cost</b></p> <ul style="list-style-type: none"> <li>Actively supports the cost-effective sustainability of Home Group properties, reducing cost by early intervention.</li> <li>Uses marketplace@home to ensure that equipment and services are procured at a cost that meets the reasonable needs and expectations of the service within delegated authority.</li> <li>Manages own mileage to limit travel costs as far as possible.</li> <li>Undertakes routine tasks, including rent collection, on behalf of support / care colleagues to limit their journey costs/time.</li> <li>Ensures that contractors meet quality requirements e.g., cleaning.</li> </ul>
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8	<p><b>CORPORATE RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>To be responsible for your own health and welfare and work with colleagues and clients to ensure that the working environment is safe.</li> <li>Actively follow Home's Health and Safety Policy, Procedures and Safe Systems of Work. This includes following instructions and actively participating in training or development to ensure compliance and best practice in this area.</li> <li>To understand and follow all relevant policies and procedures that impact on learning activities.</li> <li>To participate in all reasonable training, learning and development activity designed to support you in performing your role and supporting the development of your team.</li> <li>To promote equality, diversity, and inclusion as an integral aspect of working at Home Group and lead by example in both actions and behaviors</li> <li>The role will involve regular local and occasional regional or national travel.</li> <li>To undertake any further duties as requested by your Line Manager commensurate with the level of your post.</li> <li>Work flexibly to meet client need and on a rota or shift basis (which could include weekends) in relevant service</li> </ul>
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9	<p><b>JOB DESCRIPTION AGREEMENT</b></p> <p>Job Holders Signature: _____ Date: _____</p> <p>Managers Signature: _____ Date: _____</p>
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