

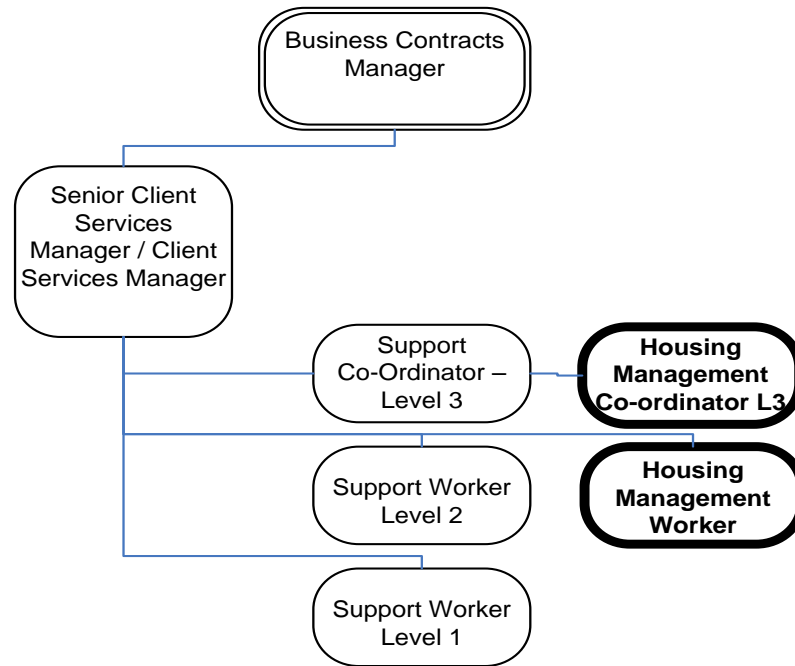
HOME GROUP
JOB DESCRIPTION

1	JOB DETAILS	
	Job Title: Housing Management Co-ordinator	Date:
	Reports to: Senior Client Services Manager or Client Services Manager or equivalent	Ref: HOMEJD209

2	JOB PURPOSE <p>To co-ordinate rent and service charge collection to ensure that all housing management income is collected effectively and processed through appropriate systems in a timely manner.</p> <p>To ensure the service achieves maximum occupancy through effective void and maintenance management and enforcing tenancy conditions.</p> <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 also supports cohesive neighbour and community relations.</p> <p>To ensure health and safety and property maintenance standards are met.</p> <p>To ensure Service Level Agreements with 3rd party care and support providers are adhered to.</p> <p>To work as a member of an area team to provide an effective housing management service to clients of Stonham and 3rd party care and support services.</p>
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3	DIMENSIONS <ul style="list-style-type: none">• No direct reports but co-ordination and development of Housing Management Workers.• Provide induction support and guidance to new colleagues.• No direct budget responsibilities, but contributes indirectly to ensure that property services are cost effective and rent and service charge income is collected.• The role will predominantly only involve housing management related tasks, however may also require a low level of support or signposting to support.• 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.
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4 ORGANISATIONAL CHART



5 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Skills and Abilities

- Experience of working within supported/social housing, property management or care/criminal justice setting.
- Ability to develop and manage relationships with 3rd party care and support providers and superior landlords.
- Experience of co-ordinating or developing other workers.
- Experience of overseeing landlord and housing management duties, including re-letting of rooms, collection of rents and reporting and monitoring repairs.
- Experience of taking formal tenancy action, up to and including court proceedings.
- Basic understanding of housing law i.e. tenancies, evictions etc.
- 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.
- Ability to uphold and implement Home Group's values, policies and

- procedures.
- Be able to implement safe practice in accordance with risk assessment processes.
- Ability to recognise risk and implement safeguarding procedures and refer to statutory agencies where appropriate.
- Ability to work independently without constant supervision is essential.
- Ability to maintain confidentiality and work professionally in the workplace.
- Good written and verbal communication skills.
- Ability to manage difficult situations and to use initiative.
- Ability to adapt to change and undertake self-development and training.
- Ability to understand and work with diverse cultures
- Ability to use computerised systems including word processing, email, spread sheets and databases.
- Ability to manage a housing management caseload.
- Ability to work within timescales and deadlines.

Personal Characteristics

- Work flexible hours (where applicable).
- Full driving licence and access to car (where necessary for role).
- Will be required to undertake lone working.
- Commitment to implementing Anti-Discriminatory, Diversity and Equal Opportunities policies.

Additional service specific knowledge, skills and experience required:

6 KEY RESULT AREAS

- As part of a team, ensure that all Stonham properties are visited in accordance with contractual requirements, and ensure that properties are maintained to suitable levels.
- Ensure that Service Level Agreements are adhered to by Stonham and 3rd Party care and support providers and persistent issues escalated to Senior or Client Services Manager as appropriate.
- Co-ordinating reviews of Service Level agreements with 3rd parties to ensure they are effective.
- Collating performance and compliance information as required for monitoring performance and service level agreements.
- Prepare reports on a monthly basis, compile statistics as required and use, maintain and update project records and systems.
- Co-ordinate the implementation of void and rent arrears policy and procedure minimising voids and maximising income through rent collection.
- Oversee and where necessary undertake work 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.
- Oversee and where necessary undertake work to provide sufficient ad hoc and welfare visits.
- Be involved in referral assessment procedures and to make decisions in relation to allocations and admittances in line with local service procedures.
- Oversee and 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 up to the agreement.

- 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.
- Oversee and carry out where necessary basic cleaning and room turnaround tasks to ensure the above standards are met.
- Communicate housing management and client welfare issues effectively with Support Co-ordinators, Workers and Managers as appropriate to ensure that clients are effectively supported
- 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.
- Ensure properties are monitored for damage, comply with and record property defects, health and safety checks, actions as required and arrange and monitor repairs as required, and ensure processes are followed where deliberate damage has been caused.
- In residential services registered with the Care Quality Commission, 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.
- 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 Stonham 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.
- Undertake property risk assessments and contribute to risk assessments relating to 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.
- Monitor housing management duties carried out by Housing Management Worker i.e. managing rent accounts, tenancy obligations, void works, defect checks as required to ensure client promise standards are being met.

- Undertake formal action in breach of tenancy conditions, in consultation with the Senior /Client Services Manager, up to and including court proceedings, where required.

Additional service specific key results areas:

7 COMMUNICATIONS & WORKING RELATIONSHIPS

Internal:

1. Housing Management Workers
2. Support Workers
3. Support Co-ordinators
4. Client Service Managers
5. Senior Client Services Managers
6. Business Contracts Manager
7. Administrators

External:

1. 3rd party care and support providers
2. Superior landlords
3. Contractors including planned activities (e.g. cleaners) and reactive maintenance
4. Ad hoc suppliers in relation to equipment delivery
5. Neighbours of Stonham leased or owned properties
6. Housing and Welfare Benefit departments, landlords, referral agencies and other stakeholders
7. Regulators e.g. CQC

To be a good team player and work constructively with colleagues and line-managers in all aspects of the role. Contribute positively to meetings such as supervisions, Performance through People reviews, team meetings and training events.

Additional service specific contacts:

8 SCOPE FOR IMPACT

Colleagues

- Provides a key role in the delivery of Home's care and Support accommodation via liaison with support / care colleagues

Customer and Clients

- Maintains professional relationships with clients, and can offer support as per identified support needs or refer to a support worker
- Responds to any concerns identified whilst undertaking property visits
- Supports clients by ensuring that properties are properly maintained, and that clients are encouraged to maintain premises to an acceptable level
- Undertake consultation regarding service charge increases as required

	<p>Quality / Cost</p> <ul style="list-style-type: none"> • Actively supports the cost-effective sustainability of Stonham properties, reducing cost by early intervention • 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 • Manages own mileage to limit travel costs as far as possible • Undertakes routine tasks, including rent collection, on behalf of support / care colleagues to limit their journey costs/time • Ensures that contractors meet quality requirements e.g. cleaning <p>Additional service specific scope for impact:</p>
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9	<p>CORPORATE RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To be responsible for your own health and welfare and work with colleagues and clients to ensure that the working environment is safe • 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. • To understand and follow all relevant policies and procedures that impact on learning activities • 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. • To promote equality, diversity and inclusion as an integral aspect of working at Home Group and lead by example in both actions and behaviors • The role will involve regular local and occasional regional or national travel • To undertake any further duties as requested by your Line Manager commensurate with the level of your post. • Work flexibly to meet client need and on a rota or shift basis (which could include weekends) in relevant service
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10	<p>JOB DESCRIPTION AGREEMENT</p> <p>Job Holders Signature: _____ Date: _____</p> <p>Managers Signature: _____ Date: _____</p>
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