

## Supported Housing Officer

### Care and Support (C&S)

Overview	
<b>Role Purpose</b>	<p>Care and Support (C&amp;S) aspires to be the leading provider of supported housing within NHG's geographical footprint, playing a key role in reducing the challenges our customers face.</p> <p>You will be the principle housing contact for your supported housing residents, whose needs will range from experiences of homelessness or domestic violence to cognitive impairments and age-related conditions such as reduced mobility and frailty. You will deliver housing management services specialised to the client group, considering at all times their needs and vulnerabilities and putting them at the heart of our service.</p> <p>You will ensure a safe, supportive environment by reporting repairs and managing the health, safety and cleanliness of the site. By developing superb relationships with customers and local stakeholders, you will be key to upholding NHG's reputation and helping us achieve our aspirations.</p>
<b>Responsible for</b>	<ul style="list-style-type: none"> <li>Delivering a person-centred housing management service for supported, sheltered or extra care customers.</li> <li>Supporting the Resident Promise and ensuring excellent service delivery.</li> </ul>
<b>Reports to</b>	<ul style="list-style-type: none"> <li>Housing Delivery Manager</li> </ul>
<b>Line management</b>	<ul style="list-style-type: none"> <li>Supported Housing Assistants, if applicable.</li> <li>Onsite volunteers and concierge/ancillary services, if applicable.</li> </ul>
<b>Date</b>	June 2019
Role relationships	
Internal	C&S colleagues, assets and regeneration teams including repairs, finance colleagues, rents and service charges team.
External	Customers, care and support providers, contractors, family members, local authority contacts including adult social care as well as other partner organisations.
Role accountabilities	
<b>Person-centred housing delivery</b> <p>You will be the key NHG contact for anything relating to your residents' homes. You will build and maintain excellent relationships with residents, offering an empathetic and personal housing service. Where a care and support provider (including NHG) delivers on-site, you will work exceptionally closely with this teams to achieve a joined up approach.</p>	

You will:

- Welcome new customers to the service, including a personal meeting in their home, ensuring any issues are sorted out from day one.
- Assist customers to uphold their tenancy agreement, ensuring they understand their rights, responsibilities and obligations.
- Meet with residents in their homes at least twice per year, and often more frequently, to ensure they are equipped to sustain their tenancies.
- Undertake regular welfare checks, risk assessments and wellbeing plans (in accordance with local procedure) to ensure that customers are safe and well.
- Identify unmet needs and advocate for your customers as needed by making referrals to support services, social care, safeguarding teams or other partners.
- Attend multi-agency meetings as required.
- Deal with complaints and anti-social behaviour in line with NHG policy.
- Align your approach to meet the needs and requirements of care and support providers as much as possible, with the mutual aim of promoting customers' wellbeing at all times; whilst staying within NHG policy.
- Involve residents wherever possible e.g. within estate inspections, service planning and improvement plans.
- Holding regular residents' meetings and communicate effectively through a variety of means.
- Work with and draw upon central C&S resources to improve services to customers and whole schemes as needed.
- Where a dedicated activities resource is not in place, work with your manager to develop approaches to deliver on-site activities which enrich customers' lives.

## Property management

Property management: repairs

- Report and manage repairs, in communal areas and individuals' own accommodation in line with NHG policies, standards and the resident promise.
- Raise work orders, update residents, liaise with contractors and ensure work is completed to the customers' satisfaction.
- Oversee the work of contractors and feed into contract management frameworks to ensure continuous improvement.
- Lead customer consultation on cyclical maintenance and decent homes work on your schemes, working with your manager and colleagues in the assets department to resolve any issues arising.

Property management: health and safety

- Be the main contact for the scheme providing access to contractors (and the handyperson where applicable).
- Follow up on actions required from Fire Risk Assessments (FRA) in agreed timescales and submit evidence required in a timely fashion.
- Ensure that entry and exit points are regularly monitored and that communal facilities remain secure.
- Ensure that gas compliance performance for the patch is always maximised and access is obtained within the required timescales.
- Work with stakeholders, internal and external, to address any safety concerns.

Property management: voids and lettings

- Manage lettings in accordance with local eligibility and nominations.
- Assess prospective customers, let homes and manage re-lets, ensuring void work

is completed quickly and effectively.

- Manage void properties to be ready to let to our “void standard” as quickly as possible including specifying work orders on standard voids.
- Always follow the lettings procedure ensuring an effective audit trail.

## Property management: Income collection

- Calculate housing benefit entitlement for new customers and ensure customers have access to benefit and debt advice at all times.
- Establish a good rental payment culture in your customers helping them to identify the best, most cost effective method of payment.
- Use your personal knowledge of residents to ensure effective support is offered to maximise income and sustain tenancies.
- Monitor income collection at your schemes and take appropriate action to recover debt swiftly, referring cases for legal action where appropriate.
- Ensure that service level agreements with partner organisations are maintained.

## Property Management: Rent and Service Charge Setting

- Support your manager to set service charges each year and lead customer consultation at your sites.
- Raise and code purchase orders accurately to ensure budgets are transparent.
- Monitor purchase orders throughout the year, flagging unexpected, unbudgeted or significant expenditure with your manager for review.
- Always follow the rent and service charge policy and procedures to ensure an effective audit trail is in place
- Administer the concessionary Television Licence for the customers that qualify and live at the service.

## Property management: communal areas

- Maintain communal areas, ensuring they are clean and inviting and enabling customers to make best use of these spaces.
- Facilitate the use of the communal areas for activities that enhance the offer for our customers, in line with their expressed wishes
- Administer the use of the hair salons, therapeutic rooms, communal baths and toilets where applicable.
- Managing on-site facilities, services and associated on-site staff (e.g. concierge or catering) where applicable.

## Team working

- Manage service risk by working with your manager and team to share information, report concerns and develop effective risk mitigation plans.
- Support colleagues and managers to respond appropriately to emergencies.
- Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems.
- Participate in rotas that ensure customers have access staff and that there are appropriate levels of staff cover at your service.

## General

- Act in accordance with Safeguarding Policies and Procedures at all times.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

- Ensure that you undertake any corporate responsibilities as required, including leading investigations and hearings in formal processes across the business.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

## How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

### Role behaviours

Customer focus	<ul style="list-style-type: none"> <li>• Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always.</li> <li>• Commercial awareness / VFM in everything people do</li> </ul>
Accountability and delivery	<ul style="list-style-type: none"> <li>• Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.</li> </ul>
Service improvement	<ul style="list-style-type: none"> <li>• Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.</li> </ul>
Communication and inclusion	<ul style="list-style-type: none"> <li>• Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.</li> </ul>

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

### Essential knowledge, experience and skills

Professional expertise (know how & experience)	<ul style="list-style-type: none"> <li>• Experience providing a customer focused service, providing services to customers with support needs, in a social care or social housing environment.</li> <li>• Good working knowledge of the service's customer group</li> <li>• Experience working alongside multiple teams/agencies</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Strong interpersonal skills; friendly, approachable, professional</li> <li>• Clear, concise and accurate written and verbal communication skills</li> <li>• Able to maintain sensitive information appropriately</li> <li>• Able to apply relevant legislation, policy and best practice</li> <li>• Effective IT skills including basic MS Office skills</li> </ul>
Qualifications and/or professional membership	<ul style="list-style-type: none"> <li>• Essential: Numeracy and literacy skills equivalent to NVQ2 qualification.</li> <li>• Desirable: Social care or similar qualification/accreditation relevant to the customer group at the service.</li> </ul>

# Role profile

Role requirements	
DBS	<ul style="list-style-type: none"><li>Enhanced DBS Disclosure</li></ul>
Data and information processing	<ul style="list-style-type: none"><li>Information/Data User (all staff)</li></ul>
Data protection role	<ul style="list-style-type: none"><li>None</li></ul>