



Job Description

Job Title: Intensive Housing Officer

Reports to: National Housing Manager

The purpose of the role is to assist the Intensive Housing team to ensure individuals' needs are met by providing intensive housing management whilst maximising independence and choice.

Duties and Responsibilities:

- To instigate and implement Arrears Procedures to ensure the payment of arrears, and prepare and monitor payment plans where necessary.
- Assist with breaches of occupancy agreements in consultation with support service teams and relevant agencies. Including preparation of notices.
- Update and maintain all tenants records and files (Housing support only) including completing profile and risk assessment information for each tenant.
- Use IT systems to log daily notes and all contact with tenants and agencies or services relating to a tenant
- Ensure that all tenant sign-ups are completed to SJOG standards and all documents are correctly gathered and recorded
- Manage cases and ensure that all complaints or tenant issues are responded to accordingly
- Assist Tenants to understand their tenancy and housing management policies and keep them informed and involved in decisions relating to their accommodation.
- Support individuals to understand their responsibilities and rights as a tenant.
- Maximise rent collection from tenants and former tenants, ensuring rent is paid on time and tenancies are sustained.
- Assist with refurbishment of voids and report any repairs to relevant staff or contractors.
- Support people using the service in the day-to-day domestic maintenance and safety of their home; prompting cleaning where the individual needs support and assistance, liaise with care provider to ensure property is kept in a clean and tidy condition.
- To support people to move in and ensure they are safe and settled in their home and community.
- Ensure all complaints are recorded, reported and addressed accordingly.
- Assist and give advice with budgeting and benefits to ensure prompt payment of rent and household related bills to minimise the risk of arrears.

- Maintain close relationships with Housing Benefit teams in each Local Authority, supplying and verifying information, to assist in the smooth processing of claims to ensure delays do not arise in payments.
- To advise people on their rights to welfare benefits and housing advice, signposting them to relevant agencies.
- Assist tenants with the completion of housing benefit forms as necessary.
- Assist with the completion and compliance of KPI's for Housing, management agreements, CORE forms and any other monitoring information as required.
- Collate information on voids and maintain voids monitoring system.
- Assist the Housing team with property audits if and when required.
- Monitor the completion of Health and Safety checklists, gas safety checks, PAT Testing & Fire equipment servicing.
- Ensure that all repairs under the responsibility of the local councils are reported and completed to the tenant's satisfaction, ensure that any outstanding works are regularly chased.
- Arrange for any redecoration and/or maintenance works to be carried out with both in house and outside contractors. Checking for quality and standards of work.
- Spot check maintenance works in both void and tenanted properties.
- Ensure flats are furnished correctly in accordance to tenancy schedule
- Respond quickly to any complaints and ensure any concerns or incidents are reported and managed professionally.
- Carry out key audits in service offices ensuring master key system is monitored and records kept up to date. Investigate any loss of keys from service offices.
- Periodic inspections of properties to ensure the condition of the property meets the SJOG quality standards.
- Ensuring the property is fully compliant with health and safety and other inspection records.

Knowledge and Experience:

- Experience of the Social Housing Sector and delivery of core housing services and support
- Knowledge of housing benefits and welfare reform in a supported housing environment
- An understanding of housing law and its application within social housing
- Knowledge of Microsoft office packages, particularly Word and Excel and Housing Management software programmes
- Ability to prioritise and manage own workload, time and travel
- An understanding of repairs management including an understanding of health and safety, fire safety and other property standard legislation
- Ability to work in a team environment and share knowledge and experience
- Ability to take responsibility and deliver results.
- Car owner prepared to use car for work purposes. Car is legally roadworthy, suitably serviced and includes business insurance.
- Flexible, approachable, positive and enthusiastic

Desirable Skills:

- Chartered Institute of Housing National Practitioner to level 3 or willingness to attain.
- Experience of working with vulnerable people with support / care needs

Skills and Attributes:

- Keep up to date with own skills and knowledge; Attend mandatory training and other training and development activity where appropriate / required.
- Participate in development reviews.
- Read and seek to understand all relevant communication e.g. staff handbook, written communication.
- Good communication skills with the ability to communicate with vulnerable adults
- Good problem solving skills eagerness to learn and adapt to any environment
- Willingness to cover other colleagues and travel to different areas as and when required
- Promote and sustain a culture within the service that integrates the core values of the charity, i.e. respect, compassion, hospitality, into the day to day life of the services.
- Encourage staff to see every interaction with the tenants and with each other as an opportunity to bring the values to life.
- Act in a non-discriminatory, non-judgemental manner.
- Respect people's right to privacy and maintain confidentiality at all times.
- Willingly respond to a need within the charity that is in keeping with the values of the charity that you have the skill/ability to carry out.

Benefits and Rewards:

- Annual leave entitlement of 33 days (pro-rata) including bank and public holidays
- Employee Assistance Programme
- Auto Enrolment Pension Scheme
- Health Cash Plan
- Bike to Work Scheme
- We are an equal opportunities employer
- Excellent training and development opportunities