



Job Description

Job Title: Intensive Housing Officer (North)

Date: 17th September 2024

Reports to: National Housing Manager

Hours: Part time (22.5 hours per week)

Job Purpose:

To deliver an excellent Intensive Housing Management service to our customers across the North, including Bradford, North Yorkshire and Darlington.

Key Responsibilities:

Embedding our values

- To actively support, promote and embody the charities values of Hospitality, Compassion and Respect to all those we support, internally and externally.
- Recognise and respect the diversity on internal and external customers.
- Ensure that people's rights to privacy is respected and that confidentiality is always maintained.

Undertake a range of tasks to support our customers to sustain their tenancy

- 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.
- 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 instigate and implement Income Management 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 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
- Periodic inspections of properties to ensure the condition of the property meets the SJOG quality standards.
- To ensure empty properties meet the SJOG Lettable standard and let those properties working with the relevant Commissioning Authority and others within the organisation.
- Ensure repairs are completed to properties, working with the in house maintenance team and local councils.

Be aware of your responsibilities under the charity's Health and Safety policy, taking all possible steps to ensure a safe working environment.

- Maintain a safe working environment.
- Report all incidents or potential hazards.

Any other relevant duties

- To undertake any other relevant duties to support the delivery of the service.



Person Specification:

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE standard qualifications. 	<ul style="list-style-type: none"> Chartered Institute of Housing National Practitioner to level 3 or willingness to attain.
Experience	<ul style="list-style-type: none"> An ability to demonstrate the core values of the charity Ability to work within a service for people with support/care needs. Ability to prioritise and manage own workload, time and travel Good IT skills and working Knowledge of Microsoft Office packages, particularly Word and Excel. Ability to work in a team environment and share knowledge and experience Ability to take responsibility and deliver results. Good interpersonal skills. Good communication skills (written and verbal). Good problem-solving skills. 	<ul style="list-style-type: none"> 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 An understanding of repairs management including an understanding of health and safety, fire safety and other property standard legislation
Self-Development	<ul style="list-style-type: none"> Continuous self-development to ensure knowledge and skills are up to date. Attend mandatory training. 	
Adaptability	<ul style="list-style-type: none"> Flexible, approachable, positive and enthusiastic The post will be based from home with travel to properties within the North and our Head office in Darlington. Car owner prepared to use car for work purposes. Car is legally roadworthy, suitably serviced and includes business insurance. Disclosure and Barring Service (which we will pay for) required. (Enhanced without barring) 	