**JOB DESCRIPTION**

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| **Job Title:** | Housing Officer |  |
| **Grade & Salary:** | WM6 SCP26 £26,962 per annum Pro rata |  |
| **Hours of work:** | Full time 37.5 weekly / 3 Months with Potential of becoming permanent |  |
| **Line Management Reports:** | Operations lead, Housing and communities |  |
| **Accountable to:** | Deputy Housing Manager |  |
| **Functional Responsibility:** | As part of the Housing management team, to provide tenancy sustainment support to housing tenants with mental health problems undertaking regular visits to tenants in their homes |  |
| **Job Purpose:** | To ensure that tenants are monitored and supported to manage their tenancy, and be more prepared to leave independently and meaningful life in the community |  |
| **Main office location** | 155 Walm lane Brent. NW2 3BP |  |

**Main Responsibilities**

* To work within a supportive and holistic approach to tenancy management.
* To ensure that tenants are monitored and supported to develop independence, better manage their tenancy and maintain a meaningful life in the community.
* To ensure that tenants are supported to pay their rent and service charge on time and to follow up on arrears.
* To provide a housing management service that is efficient, effective and meets a high standard of support through the implementation of Quality Assurance and through regular monitoring and review of service delivery as required by Brent, Wandsworth & Westminster Mind.
* To consult regularly with tenants to ensure that the service is responsive and appropriate to their needs and requirements.
* To work flexibly with tenants in order to provide individualized Housing support.
* To ensure tenancy sustainment through the management of neighbor disputes, implementation of complaints and other procedures when necessary, implementation of Health and Safety policies and procedures and the maintenance of the properties and their furniture and fittings.
* To develop and maintain appropriate liaison with agencies concerned with the health, welfare and development of Brent, Wandsworth & Westminster Mind Clients in particular Community Mental Health Services, Landlord Housing Associations, Housing and Welfare Benefit Agencies, Employment and Training Services, culturally specific or sensitive services and Organisations and other social care services,
* To contribute to approach for tenants to help them move on to other accommodation- including permanent independent accommodation, or other kinds of care and support in keeping with their needs and aspirations.
* To maintain tenant records and information securely and in strict confidence.
* To be involved and take part for the selection of new tenants in conjunction with the team manager and external agencies.
* To provide cover for other housing schemes as required by your Line Manager (e.g. to cover annual leave, sickness, etc.).
* To take part in the on call rota offering emergency support to tenants outside of office hours if required
* To conduct health and safety checks to all properties as allocated by line manager in accordance to Brent, Wandsworth and Westminster housing management policies

**General Responsibilities**

* To participate as a member of the team, and develop and maintain effective working relationships with colleagues.
* To work within and towards Brent, Wandsworth & Westminster Minds Equal Opportunities Statement at all times and to promote the cultural diversity of both tenants and staff.
* To work at all times to actively promote Brent,Wandsworth & Westminster Mind’s Equal Opportunities Policy and to challenge discriminatory practices and behaviour.
* To receive regular formal supervision and line management as agreed with your Line Manager.
* To contribute to the development of Brent, Wandsworth & Westminster Mind's policies and practices regarding its housing projects and its role as a provider of special needs housing.
* To keep abreast of current developments in policy and practice and attend courses as appropriate.
* To share in the administrative and organisational tasks of the Housing Team, including the preparation of annual budgets for the housing projects where you work, and liaison with housing associations.
* To participate in working groups as required
* To take part in activities of the Association and contribute to its work generally.
* To contribute to the regular collection and collation of information for statistical, monitoring and evaluation purposes.
* To assist with the induction of new staff as required.
* To maintain high standards of professional integrity and respect for others in all dealings with tenants, colleagues, other professionals and members of the public.
* To develop and maintain appropriate boundaries of confidentiality with managers, colleagues, volunteers and tenants.
* To act in accordance with the Association’s current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of service provision.
* To avoid any action or behaviour which may conflict with the work and services provided by Brent,Wandsworth & Westminster Mind, or which may bring the Association into disrepute.
* To develop and maintain the range of skills appropriate to the post and to keep up-to-date with research, publications and issues relating to the project.
* To ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means. To attend appropriate professional training courses / conferences / meetings, by agreement with your Line Manager.

**PERSON SPECIFICATION**

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| **Element** | **Description** | **Essential/desirable** |
| **Skills** |  |  |
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| A good level of numeracy and literacy with verbal and written communication skills to a high standard.  Ability to create a good rapport with residents and maintain a long-term supportive relationship with them  Good administrative and IT skills  Ability to liaise and negotiate productively with other agencies  Ability to deal with conflicts between residents  Ability to respond appropriately to residents in crisis and who exhibit challenging behavior. | Essential |
| **Experience**  **Skills/aptitude** | A minimum of 2 years’ experience of working predominantly with users of mental health services  NQV level 3 qualification or equivalent qualification  Experience of housing management with vulnerable clients  Experience of working as part of a team  Experience of key working and person centred planning  Experience of working to a budget  Counselling and advisory experience  Experience of collecting rent  Working knowledge and experience of the DSS and housing, health and welfare systems | Essential/desirable |
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| Open to various ways of understanding the causes of mental health problems  Open to the possibility of recovery for people who have experienced mental health problems  An understanding of equal opportunities issues and in particular their relation to our client group  An understanding of the importance of enablement and empowerment for people who have experienced mental health problems  Willingness to work in a flexible and evolving team  Willingness to undertake training and develop skills  Willingness to cover out of hours emergency on call and to work occasionally in the evening and at weekends | Essential |
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| **Requirement** | Post holder is expected to have own means of travel,( Car, Bike, etc.) as post holder is expected to visit multiple site weekly | Essential |
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