

JOB DESCRIPTION

Job Title:	Housing Officer
Grade & Salary:	Grade WM6 SCP 26 £26,962 per annum
Hours of work:	37.5 hours per week
Line Management Reports:	N/A
Accountable to:	Community Lead for Housing & Support
Functional Responsibility:	To provide housing management support to tenants in the community
Job Purpose:	To provide a high quality and flexible housing management duties to our housing stock including weekly health and safety and fire safety checks.
Based at:	This a mobile role with room for administrative duties to be based at Westminster and Wandsworth Offices. Some travel will be required as part of the role including attendances at other BWW MIND locations across the Greater London Area. Flexible working arrangements could be agreed with line management in line with business requirements.

Main Responsibilities

- To provide a high quality and flexible housing management duties to vulnerable tenants who reside in managed properties across Brent, Wandsworth and Westminster boroughs.
- To work in a person-centred way, ensuring the rights and entitlements of service users are respected.
- To conduct regular and weekly fire, health and safety checks of specified housing schemes as well as monthly and quarterly flat/room checks in order to ensure compliance with relevant legislations.
- To carry out regular assessments of tenants' support needs and risks, draw up and implement individual support plans, continue to monitor plans and review accordingly.
- To promptly produce all required monitoring reports to agreed standards and deadlines.

- To attend all relevant external liaison meetings, forums and appointments.
- Understand and implement a recovery focused approach to working with people with mental health issues.
- To provide relevant information to tenants as might be required, consult tenants about MIND in Brent, Wandsworth and Westminster services and actively encourage tenants' participation and involvement in all areas of the service.
- To regularly organise and carry out tenant's house meetings within specified schemes.
- To be the first point of contact for tenants to report housing repairs to and support them in either organising repairs to addressed or reported to relevant landlords.
- To turn around voids within agreed timescales and facilitate lettings/ sign up of new tenants including liaison with referral agencies and relevant housing benefit authority welfare benefit agencies responsible for tenants' rents
- To regularly monitor and ensure correct rental charges including service charges are received from tenants. Liaise and work with BWW MIND finance department to ensure this is done.
- To take applicable and appropriate housing management action when tenants breach tenancies or licence agreements including where rent arrears do arise, work in conjunction with tenant to agree a payment plan to address arrears.
- To maintain all records as directed by line management
- To ensure tenancy sustainment through the management of reported disputes, implementation of relevant procedures when necessary, ensuring tenants are aware of up to date complaints procedure and this is applied.
- To develop and maintain professional relationships with all relevant stakeholders involved with tenants' health, social care and welfare including Community Mental Health Teams, Landlord, GP, Housing, Council Tax Benefits, Employment and Training Services including culturally specific and sensitive services.
- To ensure all information collected in the process of delivering high quality housing management function is kept in line with data protection and GDPR legislations.
- To liaise with other staff and external professionals to provide a safe and supportive environment for tenants.

- To contribute to providing Quarterly Monitoring Returns, reports on referrals and any other monitoring reports as required
- To develop warm, trusting relationships with professional boundaries with tenants to encourage them to express their needs, views and concerns.
- To advise, encourage and support tenants so as to maximise their self-care and independent living skills.
- Provide support to all tenants for move on which will include:
 - advice and assistance to tenants to enable them to move to more appropriate accommodation as applicable.
 - advice and guide on what opportunities there are available for move on.
 - advice in relation to connection to utilities.
 - advice and assistance in relation to fulfilling tenancy conditions.
 - advice and guidance on how to manage in independent accommodation.

General responsibilities:

- To act as an ambassador for MIND in Brent, Wandsworth and Westminster at all times ensuring promotion of our values, mission and strategic objectives.
- To be the face of MIND in Brent, Wandsworth and Westminster, participating in stakeholder engagements and public relations promoting the service.
- To ensure safe working environment and practices intervening where necessary to mitigate against and manage risks.
- Where advised, to be part of our on-call telephone response system
- To be prepared to work flexibly some occasional evenings, early start and or weekends from time to time
- To work effectively as a team member including:
 - sharing information
 - working across the service as required
 - providing short term cover for other team members when necessary
 - contributing to the development of the service
 - meeting key performance targets
- Participate in training as and when required
- Implement BWW Mind's Equal Opportunity Policy in all areas of your work
- Ensure any breaches of the EOP are challenged as appropriate
- To carry out any other duties assigned by line management commensurate with the role and grade.

PERSON SPECIFICATION

Element	Description	Essential/ Desirable
Qualifications	A good standard of literacy and numeric skills	E
	A housing management qualification at diploma level or its equivalent	D
Experience	Previous experience of working or volunteering in a housing management role or the ability to demonstrate that you have transferable skills	E
	Experience of carrying out fire, health and safety checks including carrying out fire panel tests and conducting fire drills for residents	D
	Experience of supporting tenants to sustain tenancies/ licences	D
Knowledge	Good knowledge of IT including Microsoft Office Packages i.e., Word, Excel, PowerPoint	E
	Very good knowledge of tenancy enforcement processes including all forms of tenancies and licences breaches.	
	An understanding of how equality of opportunity can be delivered in a supported housing framework	E
	Good Knowledge of service user involvement techniques, organisation of tenants' survey, analysing and report writing of outcomes	E
	Good knowledge of health & safety legislative requirements in housing with support	E
	Knowledge of delivering services within a quality standards framework and data reporting	E
Skills/aptitude	To be positive, resourceful, and resilient when working in challenging environment	E
	Accepts responsibility for own actions	E
	Interpersonal and engaged, courteous helpful and supportive towards all tenants/ service users and colleagues	E
	Ability to work jointly as part of a team and in partnership with external statutory and voluntary agencies.	E
	Ability to lone work and the ability to deal with crisis situations and respond appropriately.	E
	Very Good verbal, written & positive interpersonal communication skills	E
	Time management skills, ability to work to tight deadlines and work under pressure	E
	Can do attitude, can positively contribute, and use own initiative	E