

## **Rykneld Homes Ltd.**

### **Job Description**

**Division:** Neighbourhoods **Service:** Housing Operations

**Post:** Housing Officer

**Post Number:** RH212

**Responsible To:** Housing Manager

**Subordinates:** None

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#### **Key Accountabilities**

The post is responsible for comprehensive assessment of tenant's needs in respect of any risk to tenancy, visiting tenants at home to explore options and solutions, agreeing a support plan, and delivering support directly or in partnership with other teams or agencies. The post will provide assistance in all housing management tasks, contributing to effective estate management. You will work closely with other teams to ensure an integrated approach. You will think beyond established practices in order to create innovative solutions for tenants to build personal capacity and encourage independence. Keeping accurate records of case management and producing clear performance information to demonstrate practical outcomes for clients and a customer focused service in response to a wide range of housing related support needs:

- Conducting customer visits to assess any support requirements, facilitating the delivery of this support or referring on to other agencies where required.
- Referral to Adult Care services, social services and medical care
- Addressing welfare and safety concerns through signposting to other support agencies
- Supporting tenants to achieve personal goals and social contact through local networks. Tackling low level tenant vulnerability where there is a potential for breaches of tenancy conditions
- Tenancy risks linked to debt and financial exclusion
- Advice in relation to Aids and Adaptations
- Assisting the Housing Manager to ensuring effective housing management arrangements and enforcement as requested

## **Core service objectives**

- To be fully accountable for integrated management of support cases involving other departments regarding ASB, housing related support, repairs, rents, adaptations, allocations, and regeneration to ensure effective coordination of communication and decisions
- Case management of a wide range of support cases to enable successful tenancy sustainment. Where sustainment is not possible, assist with the tenancy enforcement in partnership with the Housing Manager.
- Responding to enquiries from tenants, leaseholders, elected members and colleagues.
- To respond to requests for support initiated by colleagues or directly from clients and ensure that appropriate support is provided through documented support plans that you will deliver or collaborate with other teams and agencies to deliver.
- To coordinate support in a designated area by working closely with your Housing Manager, Allocations Officers, Community Support Officers, Financial Inclusion Officers and Occupational Therapist.
- Provide cover and support to colleagues and respond to demands and enquiries for other management areas to ensure customer service is maintained.
- Establish a clear understanding of the circumstances of all households in terms of vulnerability and ensure that needs are proactively addressed to avert risks to tenancies.
- Address vulnerability issues through support in relation to non-compliance with tenancy conditions such as illegal occupation, sub-letting, abandonment, upkeep of property, provision of access and so forth.
- Address vulnerability issues in relation to cases of nuisance and anti-social behaviour working with other teams and Community Safety Partnerships to encourage safe, cohesive communities.
- Maintain awareness and support effective delivery of wider objectives such as housing & estate management, repairs, and rent collection.
- Correctly administer all requests for support and promptly arrange evaluation of needs to ensure early intervention to address all potential tenancy and welfare risks.
- Encourage solutions to address under- occupation and overcrowding by exploring options with tenants and working with your Housing Manager to agree and deliver the most appropriate solution
- Working with Financial Inclusion Officers and the Rent Team to address debt issues and provide welfare benefit advice to clients
- Identify, investigate and resolve safety concerns such as domestic abuse, honour and hate crime involving tenants and their households and ensure effective Safeguarding, MARAC, MAPPA, VARM multi-agency working.

- Maintain current awareness of tenant and household circumstances through comprehensive investigation thinking laterally to consider all implications and support needs.
- Assist the Housing Manager in ensuring all records kept are accurate and meet the requirements of organisational performance reporting
- Think beyond established practices considering all circumstances to make the best decision in terms of support offered and action taken to help tenants.
- Use sound judgement to recommend solutions based on understanding of housing good practice and legislation.
- Work in accordance with all Health and Safety requirements
- To identify opportunities for service improvement and support change projects.
- To be a positive ambassador for Rykneld Homes at external meetings

### **Key Contacts**

- Tenants and Service Users
- Service user Groups
- Tenant advocates and legal advisors
- Solicitors and court officers
- Police and community safety partnerships
- Community Partnerships
- Councillors and MPs
- Rykneld Homes Senior Management Team
- Rykneld Homes managers and staff
- Council Programme Areas and corporate services
- Other public sector service providers and Social Care Providers
- Voluntary and charitable organisations
- Contractors and their representatives including managed services

### **Person Specification**

Special Skills and Knowledge	Essential	Desirable
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<ul style="list-style-type: none"> <li>• Ability to work unsupervised and think independently</li> <li>• Use lateral thinking to investigate a problem and anticipate the subtle implications</li> <li>• Sound judgement and ability to think beyond established practices</li> <li>• Evidence of personal contribution to service improvement</li> <li>• Up to date knowledge of housing management and good practice</li> <li>• Understanding of approaches to breaches of tenancy conditions</li> <li>• Knowledge of landlord and tenant law</li> <li>• Proactive problem solving skills</li> <li>• Interpersonal and networking skills</li> <li>• Presentation skills both written and oral</li> <li>• Strong administration skills and ability to develop well written documents and reports</li> <li>• Ability to interpret complex cases and present key issues clearly and offer options and solutions</li> <li>• Genuine belief in the value of resident involvement</li> <li>• Understanding of housing related support frameworks for vulnerable tenants</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<b>Personal Skills/Characteristics</b>	<b>Essential</b>	<b>Desirable</b>
<u><b>Experience</b></u> <ul style="list-style-type: none"> <li>• At least 2 years experience of working in the social housing sector in a customer facing role</li> <li>• Development of housing related support and evaluation of risks and needs</li> <li>• Experience of partnership working to deliver support and address vulnerability</li> <li>• Support for change management projects</li> <li>• Administration of processes and procedures in housing management</li> <li>• Working with communities and customer groups</li> <li>• Understanding of debt prevention and financial inclusion</li> <li>• Experience of approaches to address medical, welfare, safety or security risks in collaboration with other agencies</li> <li>• Evaluation and support for accommodation needs</li> <li>• Understanding of aids and adaptations processes</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<u><b>Qualifications</b></u> <ul style="list-style-type: none"> <li>• GCSE Grade C or above/ or equivalent in Maths and English</li> <li>• Degree level qualification</li> <li>• Housing Qualification</li> <li>• CIH membership</li> </ul> <p>and/or</p> <ul style="list-style-type: none"> <li>• Evidence of professional development and personal impact working in the social housing or social care</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
<u><b>Personal Qualities</b></u> <ul style="list-style-type: none"> <li>• Assertive and self confident</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> </ul>	

<ul style="list-style-type: none"> <li>• A 'can do' approach</li> <li>• Well organised and task focused with the ability to handle pressure</li> <li>• Genuine customer focus</li> <li>• Resilience and innovation in response to challenges</li> <li>• Empathy and moral purpose</li> <li>• Proactive and results orientated</li> <li>• Commitment to ethical, non-discriminatory behaviour</li> <li>• Accuracy and attention to detail</li> <li>• Excellent negotiator and communicator</li> <li>• Sets high standards and has the confidence to skilfully challenge others</li> <li>• Uses common sense and is calm in a crisis</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<p><b><u>Other attributes</u></b></p> <ul style="list-style-type: none"> <li>• Ability to attend occasional out of hours meetings</li> <li>• Ability to respond to urgent needs of the business outside of normal working hours</li> <li>• Access to a car insured for business use</li> <li>• A full, clean UK driving license</li> <li>• Criminal Records Bureau check</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	

This specification is not exhaustive and you may be required to undertake other duties commensurate to the role and be flexible in response to the exigent needs of the business.

**Equalities Act 2010**

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the short-listing manager.