**JOB PROFILE**

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| **POST:** | Intensive Housing Management Worker  |
| **SALARY:** | £20868 p.a. |
| **HOURS:** | 35 per week (including evening and weekend working)  |
| **LINE MANAGER** | Refuge Team Leader  |
| **RESPONSIBLE FOR:** | No Direct Reports  |
| **DURATION:** | Permanent (subject to funding) |

**JOB PURPOSE:**

The post holder will be responsible for all aspects of housing management within the refuge. The post holder will lead on supporting clients with their rehousing needs and all aspects of building management for the Refuge site including reporting repairs and completing health and safety tasks.

**MAIN DUTIES AND RESPONSIBILITIES:**

Referrals and Tenancy

1. Undertake assessment of applicants in conjunction with IDVA and external agencies for available bed spaces. Check eligibility and criteria of new referrals and complete initial safety planning with referrals.
2. Set up new tenant records; ensure tenant has signed occupancy agreement and rules of engagement.
3. Provide a comprehensive induction to new refuge residents including an explanation of Health and safety requirements, tenancy rules and the licence agreement.

 Housing Benefit and Rent Collection

1. Work with residents to complete timely Housing Benefit and Welfare Benefit applications.
2. Collect weekly personal charge from all refuge residents and issue letters in a timely manner to those refuge clients who are in arrears with their personal charge.
3. Provide advice and assistance to residents on bills and debt management primarily relating to their tenancy and understanding their occupancy rights.
4. Provide advice and assistance to residents to apply for re-housing. Develop effective key partnerships with local external agencies including the local housing office to advocate on behalf of clients and support clients to challenge decisions about their housing status where necessary.

Tenancy Matters

1. Facilitating regular tenant meetings (i.e. house meetings) and ensuring appropriate and effective housing management.
2. Support tenant to bid for properties. Work with refuge clients to explore their different housing options and to enable them to make decisions on their future re-housing, challenging their pre-existing beliefs if necessary.
3. Tenancy compliance: by dealing with instances of anti-social behaviour and/or criminal behaviour; managing tenancy conditions; managing tenancy conditions; taking effective enforcement action including eviction where necessary.
4. Prepare tenant for moving on from the refuge, supporting individuals to: arrange viewings of potential properties; sign up for a new tenancy; liaise with appropriate external professionals in respect of tenants changing needs.
5. Prepare vacant rooms for new clients including booking decoration, ordering new furniture where required to ensure room VOID level remains below target.
6. Ensure empty properties are advertised in a timely manner to ensure quick turnaround.

Building and Property Matters

1. Manage all Health and Safety practices within the refuge and grounds including fire safety, first aid, COSHH, and risk assessment of areas and activities, ensuring accurate and timely records of checks are kept and any problems reported as a matter of urgency.
2. Oversee the work of the Refuge House Keepers, communicating VOID rooms in a timely manner and reporting issues to the IDAS Operational Manner.
3. Inspect VOIDs in order to arrange for repairs and decorations for re-letting.
4. Complete regular checks for on-going repairs and decoration.
5. Maintain accurate and timely records in the organisation’s case management system. Enable the monitoring of rents and arrears through the accurate inputting of personal charge payments onto the Oasis system.

Other

1. Support the organisation to: continuously meet its contractual requirements; defined service standards are maintained; and compliance with all statutory provision, MWA policies and procedures and quality standards such as QAF and OFSTED.
2. Provide effective support to individual including efficient crisis management response.
3. Support the development of effective service user involvement activities in order to ensure the continued development of MWA services.
4. Maintain awareness of child protection / safeguarding issues and report any such concerns to a manager as a matter of urgency.
5. Contribute to the monitoring and performance of the service to produce appropriate outcomes for service users.
6. Follow strict MWA confidentiality procedures for all service users and their families.

**GENERAL:**

1. To identify own training and development needs and participate in all training courses relevant to Manchester Women’s Aid commitment to providing high quality services.
2. To work at all times with due regard to the policies and procedures of Manchester Women’s Aid, including financial regulations, participating in their development and amendment where required.

**OTHER:**

1. The post is subject to a DBS disclosure which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six month probationary period.
3. Must be mobile to visit sites and work across the whole city as required.
4. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**PERSON SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL/****DESIRABLE** | **ASSESSED** |
| **EDUCATION/QUALIFICATION** |
| Relevant professional qualification, for example Health and Social Care Level 3 | **D** | Application Form |
| Achieved high standards of general education  | **E** | Application Form |
| **EXPERIENCE** |
| Recent and significant experience of working in a housing management environment  | **E** | Application Form/Interview |
| Experience of working with a vulnerable client group  | **D** | Application Form/Interview |
| Experience of working in a multi-agency partnership approach | **E** | Application Form/Interview |
| **KNOWLEDGE AND UNDERSTANDING** |
| A good level of knowledge of housing options, welfare benefits and other appropriate support systems | **E** | Application Form/Interview |
| An excellent understanding of statutory requirements for site safety and management | **E** | Application Form/Interview |
| A good level of understanding of the impact of domestic abuse on individuals and families | **E** | Application Form/ Interview  |
| A good level of knowledge and understanding of statutory and legal provision for people experiencing domestic abuse. | **E** | Application Form/ Interview  |
| Good understanding of confidentiality and appropriate personal/professional boundaries. | **E** | Application Form/ Interview |
| Understanding and awareness of child protection, vulnerable adult’s protection and safeguarding. | **E** | Application Form/Interview |
| **SKILLS AND ABILITIES** |
| Ability to identify and recognise unsafe conditions or work practices | **E** | Application Form/Interview |
| Able to effectively manage risk through identification of risks and put safety measures in place | **E** | Application Form/ Interview |
| Ability to effectively communicate with a range of people both on a 1:1 basis and a group basis. | **E** | Application Form/Interview |
| Able to provide client focused services  | **E** | Application Form/Interview |
| Ability to work effectively with partner agencies to obtain appropriate outcomes for clients  | **E** | Application Form/Interview |
| Ability to maintain up-to-date and accurate case management records | **E** | Application Form/Interview |
| Ability to work on own initiative and prioritise work in a busy environment | **E** | Application Form/Interview |
| Ability to prepare and present reports in a professional, concise and meaningful manner | **E** | Application Form/Interview |
| Able to critically assess own performance and reflect on own practice, making changes where necessary | **E** | Application Form/Interview |
| Good level of numeracy, literacy, report writing and IT skills | **E** | Application Form/Interview |
| **OTHER** |
| Commitment to equal opportunities and anti-discriminatory practice | **E** | Application Form/Interview |
| Willingness to undertake training and a commitment to continuous personal development  | **E** | Application Form |
| Willingness to work flexibly and able to travel to different sites and venues | **E** | Application Form |

**Post Holder Signature:
Date:**

**Line Manager Signature:
Date:**