

# JOB PROFILE

---

Job Title:	Enhanced Housing Management Worker
Department:	Housing
Location:	Kingsland Hub
Reporting to:	Enhanced Housing Management

---

## INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users.

### Putting the role in context

Enhanced housing management workers work within PBHA's housing management team to provide a quality housing management service to tenants with additional tenancy sustainment needs. Post holders will work from PBHA's main office in Haggerston, with access to local offices where appropriate. However most of the work will be in tenants' homes in the community. The post holder will be issued the IT equipment necessary to facilitate mobile working.

### Aims of the Post

Enhanced Housing Management workers provide an enhanced service to vulnerable tenants to enable them to sustain their tenancy and participate in their community.

### Specific Responsibilities

- To be responsible for working a caseload of tenants within a locality.
- Identifying individual tenancy sustainment needs through assessment and an identified Housing Plan detailing risks, tenancy sustainment needs and move on plans.
- Regular contact with tenants as per plan.
- Provide a weekly housing management drop in at PBHAs hubs.
- Ensure that tenants apply for benefits where eligible, and signpost tenants to information on how to maximise income
- Record and monitor any breaches of tenancy agreement, and work proactively and within procedures to resolve them.
- Liaise with housing officers, the finance and adult learning departments to provide effective prevention and management of rent issues, escalating where necessary in accordance with arrears policy and standard operating procedures.
- Liaise with colleagues to ensure void targets are met and properties are let within agreed timescale.

- Arrange viewings and carry out sign ups of occupancy agreements, and assist in the moving in/out process.
- Ensure tenants understand their rights and responsibilities in their occupancy agreements.
- Deal with complaints, nuisance and tenancy disputes as they arise. Work with tenants to promote self-help and mediation approaches to dispute resolution and address and escalate in line with procedure.
- Inspect and order furniture, assisting tenants where they are able to do so. Recharge former tenants where applicable.
- Carry out regular building inspections, helping tenants to report repairs.
- Take pride in PBHAs property and assets, and encourage tenants to do so.
- Enforce the conditions of tenancy that enable PBHA to undertake urgent works such as gas servicing.
- Carry out H&S and fire checks and assessment, liaising closely with others to ensure that follow up actions are completed.
- Report safeguarding concerns as appropriate.

### **Team responsibilities**

- Providing a reception service at the office.
- Adhere to lone working procedure.
- Participating in a Rota to provide cover for our out of hours telephone service for tenants and dealing with emergencies and problems that arise. This is done from home. A mobile phone is provided. The Rota is additional to the 37.5-hour work week.
- Involvement in the selection and induction of new workers and volunteers.
- Taking part in planning the team's work and the annual plan.
- Ensuring that proper records are kept and information is passed to other team members as necessary.
- To ensure that PBHA's computerised and manual systems are accurately updated specifically in relation to contact with tenants and service users.
- To meet required standards and contract compliance of commissioning bodies where PBHA delivers a service.

### **General responsibilities for all workers**

- Provide cover for other staff where necessary.
- To work flexibly and cooperatively as part of a team and with other teams.
- To be involved in the selection and training of new workers and volunteers.
- To participate in staff training and development activities, staff supervision, appraisals and all relevant meetings.
- To ensure the observation of all of PBHA's policies and practices, including those relating to equal opportunity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and discipline.
- Plan and organise own work with a minimum of day to day supervision and undertake other duties as allocated by the line manager.

### **General Information**

Please note that:

- Post holder must be prepared to see their duties change as the needs of the organisation and its tenants change and develop.
- All spaces in PBHA are non-smoking except for specific designated areas.

### **Access Information**

The post is based at the Kingsland Hub site has one level and is accessible to wheelchair users. The role involves travel within Hackney and Islington and working in tenants homes.

### **Accountability**

The post holder is accountable to the Housing Management Service Manager.

### **Main Conditions of Service**

This is a full time position. The post is for 37.5 hours per week. Duties will occasionally be carried out over evenings and some public holidays. Overtime is not paid but time off in lieu is given.

Annual leave entitlement is 26 days per year plus normal bank holidays pro rata (inclusive of bank holidays). This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The starting salary for this post will be £22,220-£24,135 SCP 19-22.

Post holders will be eligible for membership of the organisation's contributory pension scheme.

In common with all posts at PBHA, confirmation of appointment is subject to a probationary period (6 months).

PBHA is committed to equal opportunities and anti-discriminatory practice.

## **ROLE REQUIREMENTS**

---

**Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.**

**The minimum experience required for the post is:**

Assessed  
by\*

- A, I
- To have worked in a paid or voluntary capacity with at least one of the following groups: people who have mental ill health; learning difficulties; people who have been homeless and rootless; or people who have alcohol-related problems. To have an understanding of the particular wellbeing needs of minority ethnic groups.
  - Good computer literacy including the ability to use Windows applications and word processing and database packages. This also includes the ability to use the internet and to draft and send e-mails.

**The competencies required for the post are the ability to:**

Assessed  
by\*

- |      |  |
|------|--|
| A, I | <ul style="list-style-type: none"> <li>• Can positively contribute and take initiative; good negotiation skills</li> <li>• To be positive, resourceful, and resilient when working in challenging environment</li> <li>• Understanding and ability to manage boundaries effectively, including awareness of limits of own competence, role and responsibilities.</li> <li>• Good verbal, written &amp; positive interpersonal communication skills, ensuring that stakeholders are treated with respect and dignity and are not judged.</li> <li>• Ability to manage, plan and take responsibility for your own case load</li> </ul> |
| A, I | <ul style="list-style-type: none"> <li>• Effectively support PBHA's tenants to progress to more independent accommodation work through the acquisition of skills, confidence and supportive relationships</li> </ul>   |
| A, I | <ul style="list-style-type: none"> <li>• Establish productive partnerships with a range of key stakeholders, internal and external to ensure that project targets are met</li> </ul>   |
| A, I | <ul style="list-style-type: none"> <li>• Organise work effectively by prioritising, planning and excellent time management</li> </ul>  |
| A, I | <ul style="list-style-type: none"> <li>• Meet demanding targets in a difficult climate</li> </ul>  |
| A, I | <ul style="list-style-type: none"> <li>• Be a self-starter, demonstrating initiative and a pro-active approach to meeting goals and targets</li> </ul>   |
| A, I | <ul style="list-style-type: none"> <li>• Use IT effectively to prepare reports, marketing materials etc.</li> </ul>  |

**It is desirable that the candidate will have:**

Assessed by\*

- |      |   |
|------|---|
| A, I | <ul style="list-style-type: none"> <li>• An understanding of peer support and the value of lived experience.</li> </ul> |
|------|---|

**The successful candidate will need to be committed to:**

Assessed  
by\*

- |      |  |
|------|--|
| A    | <ul style="list-style-type: none"> <li>• Improving quality and raising standards of service.</li> </ul>  |
| A, I | <ul style="list-style-type: none"> <li>• Enabling participants in the project to take control of their own lives and become involved in the overall running of the project.</li> </ul> |
| A    | <ul style="list-style-type: none"> <li>• PBHA's Diversity and Equal Opportunities policy</li> <li>• Co-operative team working.</li> </ul>  |

**The successful candidate will**

- Have the flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice.

**Assessed by\***

- |   |                                   |
|---|-----------------------------------|
| A | Assessed through Application Form |
| I | Assessed through Interview        |
| T | Assessed through Assessment       |