

Job Description

Role:	Supported Housing Officer
Department:	Care and Support Services
Reporting To:	Supported housing and development manager
Supervising:	N/A
Grade:	E

The context of this job

Octavia believes that good homes make for better lives.

Inspired by our founder, the social reformer Octavia Hill, we are a not-for-profit organisation providing thousands of people with good-quality affordable homes in inner London. Like her we believe in the power of well-planned, well-managed housing to make a difference

We aim to build happier lives and resilient communities by focusing on people as individuals, providing them with a range of services and the opportunity to support themselves.

Through Octavia Support, we offer a wide range of care and support services to older and vulnerable adults living in west and central London but we specialise in providing care for those experiencing dementia or with complex needs.

We provide housing with different levels of care and support, floating support and outreach services, and day care and activity centres. Flexibility is a key part of all of our care and support services as our focus is on the individual - helping people to stay as active and independent as possible.

The purpose of this post

To provide an excellent customer focused service for all Octavia tenants ensuring that care and support housing schemes and properties are well managed and the environment is well maintained. Working proactively and closely with tenants and support agencies to address environmental, property and tenancy issues ensuring tenancies are sustained.

To develop local knowledge of the communities and neighbourhoods in which our supported housing operates and establish partnerships to meet the needs of tenants and the community.

To work closely with our support and care providers in our care and support housing schemes.

What is the focus?:

- Effectively manage care and support housing schemes
- Work closely with a range of internal departments and external organisations to ensure tenants are able to maintain their tenancies.
- Working closely with team colleagues to enable excellent customer service

Key tasks

Tenancy Services

1. Provide an effective and efficient housing management service to supported housing, sheltered accommodation, extra care sheltered accommodation. Liaising and working with scheme staff. Providing assistance, advice to residents and taking appropriate action where required.
2.
 3. Through close and regular contact with tenants, identify and assist vulnerable tenants, referring them on to other relevant agencies and monitoring these services to enable the tenant to sustain their tenancy.
 4. Manage the supported housing management responsibilities of the void process, minimizing the time a property is void, ensuring that a property is let within set targets, whilst ensuring a customer focused letting service. Working closely with the lettings team.
 5. Liaising with scheme staff with regards to new tenants viewings and sign them up for their new tenancies, ensuring they are familiar with the terms of the Tenancy Agreement and of the services provided by Octavia. Assist and support with claiming HB
 6. Liaise with scheme staff over post void inspections to ensure properties are meeting high standards. Follow up on any work required to the void, order required furniture and ensure provided furniture meet required standards.
 7. Deal with replacement/s and/ or repairs of individual flat or communal furniture and white appliances in conjunction with support/care providers.
 8. Sign eligible residents up to the furniture scheme, including charges into the tenancy agreement.
 9. Respond promptly and sensitively to all reports of ASB, nuisance, harassment, domestic violence anti-social behaviour in line with Octavia's procedures and current best practice, including practical assistance and support for victims. Pursue cases through the legal process, including attending court.
 10. Assist tenants in completing transfer applications. Writing transfer reports with a clear assessment of the circumstances and recommendation.
 11. Verify tenancies in accordance with the sub-letting strategy.
 12. Contribute as necessary to annual reviews of estate services and service charges.
 13. Investigate and respond to all complaints, Expressions of dissatisfaction and informal comments about service delivery. Ensuring responses are completed within set timeframe.
 14. Respond to emergency calls from tenants and service providers and scheme staff and summon appropriate assistance as necessary
 15. Ensure scheme staff maintain/monitor fire log book and ensure that fire procedure are adhered to, and all reasonable precautions are taken to prevent the outbreak of accidental fire – report all issues with fire safety equipment to Asset management
 16. Report all accidents in accordance with agreed procedure

Liaison and Tenant Involvement

17. Proactively work in partnership with the scheme managers, Foundation and other agencies including the support workers/care managers in our sheltered, special projects/extra care units to develop and promote resident participation, consultation and community development with the aim of meeting the needs of tenants and the community.

18. Attend joint professionals meetings to discuss individual cases
19. Ensure tenants are effectively consulted over decisions that affect them.
20. Draw up effective liaison and partnership arrangements with other external agencies such as other RSL's, the police, local authorities and voluntary agencies.
21. Arrange, attend and play a lead role (including Chairing if necessary) at tenants meetings, social events – including evenings and occasional weekends.
22. To ensure excellent services are provided to Octavia's tenants, through close liaison with Customer services officers, asset management and development teams.
23. Work with Asset Management to maximize access to tenants for gas servicing appointments.
24. Participate in quarterly estate inspections and health & safety inspections, ensure schemes comply with health and safety requirements. Liaise closely with the Estates Services team over cleaning and gardening contracts ensuring care and support schemes are maintained to high standards and take appropriate action against tenants who park illegally, drop litter, vandalise property, graffiti or dump bulk refuse.
25. Take part in the opening of new or redeveloped schemes, ensuring referrals are received in a timely manner and new tenants are signed up and moved in without delay

Arrears Prevention

26. Provide an excellent customer focussed service for all Octavia tenants ensuring they are aware of their responsibility to pay their rent on time and regularly, and advise on preventative action to be taken to stop them falling into arrears. Work with income collection to resolve rent arrears issues, including advising and assisting tenants to claim housing and welfare benefit entitlements.
27. Keep up to date on housing related benefits and advise tenants on these, offering advice and encouraging debt counselling and referring to specialist agencies. Complete housing benefit claim forms on behalf of tenants and verify claims on behalf of the Local Authority.
28. Ensure IT systems are kept up to date, recording cases and actions relating to tenants and properties.

Team

29. Work closely with the care and support team including covering office duty where required.

Generic

How will the post holder know if they are performing?

A number of performance targets will be planned and agreed each year with the line manager and these will be monitored at regular meetings. Regular feedback will be provided by the line manager and opportunity provided to discuss any problems, personal and team matters and personal development issues.

Generic requirements

The post holder will be expected to comply with the Association's and the department's policies and procedures at all times. These include, but are not limited to equality and diversity, confidentiality, data protection and health and safety.

Tenant/client involvement is an essential part of all roles within the association and all are expected to support the policies and procedures relating to the involvement of tenants/clients and to contribute to the association's action plan.

In order to do their job the post holder will be trained and coached in the procedures and policies of the Association. They will be expected to familiarise themselves with the association's procedures and policies and to seek advice and guidance from the line manager if required.

The key tasks listed above are only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendment to take account of changing circumstances. Any changes will be made following discussion with the post holder. The post holder will remain co-operative and flexible in line with the needs of the post and the Association.

OCTAVIA HOUSING

Person Specification

POST: Supported Housing Officer

The Person Specification states the minimum knowledge, skills and experience required to carry out the job and is used for both shortlisting candidates for interview and to identify the areas to explore in an interview.

E = Essential criteria; D = Desirable criteria

	Essential Criteria
<p>Competencies:</p> <p>Respectful</p> <ul style="list-style-type: none"> Willing to listen and understand others and maintain credibility in your role and for Octavia Support others and gains trust, positive and enthusiastic <p>Responsive</p> <ul style="list-style-type: none"> Creative, delivers practical solutions, and flexible to meet others needs Willing to examine own values, principles and assumptions. Learns from own experiences <p>Reliable</p> <ul style="list-style-type: none"> Well organised, copes well under pressure, takes ownership, pro-active and goal focused. Transparent and open, keeps others informed, takes action and is sensitive to people's needs. Co-ordinates tasks and resources by planning, organising, directing and monitoring work carried out by others; managing costs and physical resources 	<p>E</p> <p>E</p> <p>E</p>

<p>Experience:</p> <ul style="list-style-type: none"> ▪ 1 year working in supported/sheltered housing with mental health, learning disability or older tenants ▪ Successful working with other agencies ▪ Experience / knowledge on claiming housing benefit ▪ Working with IT 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Knowledge :</p> <ul style="list-style-type: none"> ▪ A Good understanding of vulnerable tenants needs in a social housing context. ▪ Understanding of best practice in & management of nuisance, harassment & anti-social behaviour ▪ Understanding of landlord/ tenant /support –care providers and managing agency relationships and responsibilities ▪ Understanding of housing law and taking legal action against breaches of a tenancy 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
<p>Qualifications: Good standard of general education, including GCSEs in Maths and English (or comparable)</p> <p>Relevant qualification in housing and/or management</p>	<p>E</p> <p>D</p>
<p>Other:</p> <ul style="list-style-type: none"> ▪ An understanding of and commitment to Octavia’s Diversity policy ▪ A flexible approach to working outside core hours <p>This role provides regulated activities under the Disclosure and Barring Service (DBS). Therefore, post holders are required to undertake a regular DBS check to ensure anyone who presents a known risk is prevented from working with vulnerable people.</p>	<p>E</p> <p>E</p>