

ROLE PROFILE

ROLE TITLE	IL Supported Housing Officer
DEPARTMENT	Customer Services
DIRECTORATE	Independent Living
RESPONSIBLE TO	IL Area Manager
RESPONSIBLE FOR	NA

ROLE PURPOSE	<i>One or two sentences giving a simple statement of why the role exists</i>
<p>To provide an excellent customer focused service for Orbit supported housing customers. To effectively and professionally manage the supported housing stock in line with Orbits policies and procedures. To ensure the supported housing schemes and properties are well managed and the environment is well maintained. Working proactively and closely with support agencies and managing agents 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 customers and the community.</p>	

ACCOUNTABILITIES / RESPONSIBILITIES	<i>Statement of the main areas of accountability and responsibility</i>
<p><u>Tenancy Management</u></p> <ul style="list-style-type: none"> • Provide an effective and efficient housing management service to the supported housing directly managed stock. • Aiding advice to customers, support providers and taking appropriate action where required in relation to tenancy management • Responsible for all tenancy management aspects to ensure all paperwork and tenancies are up to date; including managing decants, sole to joint, joint to sole, assignments, successions, mutual exchanges and death of a customer • 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. • Liaising with support provider staff with regards to new customer viewings and sign them up for their new tenancies, ensuring they are familiar with the terms of the Tenancy Agreement/Licence Agreement and of the services provided by Orbit. • Liaise with Area Inspector 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. • Deal with replacement/s and/ or repairs of individual flat or communal furniture and white appliances in conjunction with support/care providers. 	

- Respond promptly and sensitively to all reports of ASB, nuisance, harassment, domestic, violence anti-social behaviour in line with Orbits procedures and current best practice.
- Escalate cases to CSAF and in some cases pursue cases through the legal process, including attending court.
- Contribute as necessary to annual reviews of estate services and service charges.
- Investigate and respond to all complaints, Expressions of dissatisfaction and informal comments about service delivery. Ensuring responses are completed within set timeframe.
- Follow the termination of tenancy process in accordance with Orbit processes
- Chair panel meetings for allocations to our directly manage sites

Customer Service & Engagement

- Proactively work in partnership with the support/care providers to develop and promote resident participation and consultations
- Arrange and attend professionals meetings to discuss individual cases
- Ensure customers are effectively consulted over decisions that affect them.
- Ensure effective liaison and partnership arrangements with other external agencies such as, the police, local authorities and voluntary agencies.
- Arrange, attend and play a lead role (including Chairing if necessary) at customer meetings
- Participate in quarterly estate inspections and health & safety inspections, ensure schemes comply with health and safety requirements.

Customer Safety

- Responsible for H&S requirements in accordance with H&S policies and specific risk assessments
- Responsible for ensuring all administration is efficiently and effectively completed in accordance with Orbit's policies, procedures and practices for the supported stock
- Responsible for ensuring that the building and all communal areas maintained to a high standard
- Responsible for compliance to be in place at all directly managed schemes by Orbit
- Monitoring the grounds maintenance/cleaners and contractor's performance, raising concerns to the relevant departments so the matter can be resolved
- Ensure that all relevant FRA's actions are up to date to ensure we are working in a safe environment.
- Work with the Property Management team to take appropriate action against customers who park illegally, drop litter, vandalise property, graffiti or dump bulk refuse

Financial performance

- Manage the voids within the directly managed supported stock to ensure they are let as quickly as possible to a suitable applicant, to reduce the void loss.

- Monitor the service charge expenditure and budgets monthly, ensuring that variances are accounted for. Work in partnership with finance to set accurate budgets and service charges.
- Provide advice to support/care providers and customers on rent and service charge payments to ensure a proactive approach to the arrears process is taken
- Work with income collection to resolve rent arrears issues, including advising support/care providers and customers
- Provide regular rent account statements to support/care providers for their customers
- Ensure IT systems are kept up to date, recording cases and actions relating to customers and properties.

General

- Undertake any other duties in line with the general responsibility of the role
- Be aware and comply with the organisations policies and procedures related to the role.
- To provide some admin support by monitoring the supported inbox which is used by lease holders and managing agents
- Attend training courses and team meetings as and when required

KNOWLEDGE/SKILLS/EXPERIENCE/BEHAVIOURS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Experience of working in housing management services • Understanding of Supported Housing • Listens and develops a clear understanding of situations/issues/queries, to resolve matters • Able to explain detailed information to others (professionals and customers) to ensure a clear understanding • Effectively handles disagreements and resolves conflicts in a positive and constructive manner • Effective problem solving and negotiating skills • Excellent standard of reading, writing and numeracy • Competent user of ICT, with the ability to send emails, compose and print letters, complete online forms and be able to use in-house IT packages such as Microsoft word, outlook and excel • Experience of managing contracts • Experience of chairing multi-disciplinary meetings • Knowledge and/or experience of the issues faced by vulnerable groups • Acts professionally in situations which may arouse strong reactions in self or others • Is aware of own strengths, development needs and preferences.

Desirable	<ul style="list-style-type: none"> • Is self-reliant and able to judge when it is appropriate to draw on support • Present self-confidently • Holds self-accountable for meeting their commitments and proactively manages the service • Considers and chooses words carefully when seeking to persuade others • Keeps people informed of business decisions and the rationale • Uses appropriate language when dealing with internal & external people • Able to have a customer perspective and respond effectively to their needs and expectations. • Able to build and maintain professional relationships with customers and colleagues to ensure the customer has a great experience of the services being delivered. • Positively represent and promote Orbit and Independent Living • At all times • Act as role model for professional standards and provide a flexible Service, driving the customer first attitude. <ul style="list-style-type: none"> • CIH level 3 or 4 in Housing Practice, equivalent qualification or the desire to undertake a professional qualification.
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity

Orbit requires all employees to read and adhere to Health and Safety policies and procedures

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	