

## Job Description

**Job title:** Supported Housing Officer

**Accountable to:** Supported Housing Manager

### **Job Purpose:**

To provide a comprehensive and effective housing management service and support services to sheltered housing and designated older persons' housing.

To be responsible for maintaining high data quality in our customer and property systems. To ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

### **Dimensions:**

**Financial responsibility:** Nil

**People responsibility:** Nil

**Autonomy:** Within broad direction set by the Head of Specialist Housing, the role is responsible for ensuring our supported housing provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

### **Key Accountabilities:**

What are the main responsibilities / deliverables:

- To take responsibility to deliver the right outcome for our customer in a safe and timely way.
- Effectively manage terminations of tenancy, the void process and allocation of supported housing ensuring that the void turnover period is minimised.
- Undertake regular scheme visits and/or estate walkabouts to ensure excellent standards are maintained and to be visible and accessible for residents.
- To manage residents' rent accounts through regular monitoring, timely intervention and use of appropriate actions to sustain tenancies.
- Investigate and resolve neighbour complaints and cases of anti-social behaviour in accordance with organisational policies in order to minimise escalation and ensure a satisfactory resolution.

- Provide effective management of 1 cleaner according to policies set out by Sovereign.
- Contribute to and promote community and resident involvement initiatives so increasing and broadening participation and social interaction in housing and support services.
- Provide support to the Supported Housing Manager in the monitoring of Supporting People contracts and performance indicators. As necessary attend meetings and represent Sovereign.
- Where necessary, provide scheme manager cover for period of holidays and sickness
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partner agencies to ensure an integrated contribution to Sovereign's corporate objectives.
- Observe and comply with Sovereign's policies and procedures for Health and Safety at work and observe and continually promote equal opportunities and customer care in compliance with the Association's aims and objectives.
- Holds the Data Steward role for data related to Supported Housing as set out in Sovereign's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign's corporate objectives whilst observing Sovereign's policies, procedures, and ways of working
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organisation

**Knowledge & Skills:**

- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations

Version	Job code	Author	Date created/modified	Effective date
		Head of Specialist Housing	Oct 22	