

## **Job Description**

<b>Job title:</b>	<b>Housing Management Worker Threshold Living</b>
<b>Reports to:</b>	Housing Management Coordinator

Threshold works with vulnerable and homeless people to help them to achieve independence. We are an organisation that is customer focussed and high performing. Threshold aims to deliver innovative, enterprising and holistic services.

All our staff must:

- have customers at the heart of everything they do
- exceed expectations
- achieve GREAT outcomes

Working together, we can transform lives and sustain communities

### **Overall Job Role**

The Housing Management Worker provides a thorough and robust housing management service in support of the development of Threshold's property portfolio.

The Housing Management Worker acts as a key resource for Threshold's property services ensuring that the organisation's delegated landlord functions are delivered to a high standard to a specified number of properties.

To provide an excellent standard of housing management in line with procedures, service standards, regulations and good practice.

To support the organisational priority of maximising rental income

### **Team Responsibilities**

All Threshold staff have a responsibility to think about the team they work in and support colleagues to deliver safe and effective services which includes to:

- demonstrate Threshold's values and behaviours in all interactions with colleagues, customers, partner organisations and external agencies.
- ensure Threshold's policies and procedure, specifically those on housing management, health and safety, safeguarding, confidentiality and data protection, are followed.
- demonstrate awareness of equality and diversity.
- attend and contribute to regular team meetings and staff meetings.
- participate in regular one to one meetings with the line manager.

- participate in Threshold's performance management procedures, including interim and annual appraisal meetings.
- participate in training and development events and activities as appropriate.
- be adaptable to the changing needs of the organisation which may require developmental changes in skills in order to accomplish new activities.
- undertake other duties as may be required, commensurate with this level of responsibility.

### **Key Accountabilities**

- Properties are ready at the right time, to the right standard and ensure minimal delay in allocations and lettings
- Protect organisational assets by providing accurate occupancy agreements and having a rigorous approach to determining method of paying rent.
- Customers have an appropriate level of preparation and induction to the rights and responsibilities in line with the relevant occupancy agreement of the property they are offered.
- Provide an intensive housing management service to customers of Threshold Living
- Robustly managing tenancy related breaches (such as ASB, abandonments, dropped HB claims)
- Identify, interview and select new customers ensuring vacancies are filled without delay and occupancy targets are met.
- Induct new tenants on their responsibilities in tenancy compliance, in line with the ethos, aims and objectives of the service
- Ensure customers take up their full benefit entitlement, that housing benefit claims are submitted in a timely manner, and arrears and bad debts actively pursued.
- Ensure that the delivery of reactive repairs across the patch is of a high standard and cost effective
- Provide an estate management function working with customers to ensure positive site upkeep in terms of litter and environmental issues and that positive relationships with the local neighbourhoods are maintained
- Monitor and meet relevant health and safety standards in the schemes
- Monitor and manage issues of anti-social behaviour, tenant damage and other incidents and actions that may impact negatively on the services, ensuring firm and proactive action is taken

- Assist in the procurement and management of service contracts
- Through compliance with relevant management agreements, ensure proactive and positive working relationships with partner landlords
- Liaise with external agencies and colleagues within Threshold to ensure support is available to customers where required; and that they are offered choices to fully engage in the local community.

**NB. This is not an exhaustive list; it is an indication of the nature of tasks to be undertaken.**

### **Competencies**

The competencies required for the role of Housing Management Worker include the ability to:

- Work within a team environment, demonstrating flexibility and tolerance.
- Listen and communicate proactively with a diverse range of people both inside Threshold and externally.
- Behave consistently, demonstrating personal values and standards that complement those of Threshold.
- Remain confident and resilient when dealing with challenging situations.
- Relate to people with a self-assured and relaxed manner.
- Remain focused on delivering service outcomes to the agreed standards.
- Adapt and respond positively to change.
- Adopt a positive and creative approach to solving problems.
- Demonstrate awareness of equality and diversity.

### **Corporate Behaviours**

All Threshold staff have a responsibility for demonstrating behaviours which are:

- Manages expectations
- Genuinely cares
- Values differences
- Builds trust and empathy
- Enjoys work
- Thinks innovatively
- Challenges and learns
- Makes things happen

## Person Specification

	Essential	Desirable
<b>Qualifications</b> Relevant NVQs in housing, social welfare, health & safety		√
<b>Experience</b> Working in housing or a related field Working with vulnerable customer groups Housing management systems and practice Basic administration and record keeping	√ √ √ √	
<b>Knowledge</b> Private landlord sector Understanding of equality and diversity issues Welfare rights and benefits system Health & safety		√ √ √ √ √
<b>Skills</b> Communication and interpersonal skills Build and maintain effective working relationships Basic IT skills Ability to organise own work and time Numeracy -ability to interpret and manage rent arrears	√ √ √ √ √	
<b>Attributes</b> Attention to detail and accuracy Able to maintain confidentiality Forward thinking, positive attitude Resourceful and innovative approach to problems Willingness to take responsibility for getting the job done to required standards Persistence and determination Able to work unsupervised	√ √ √ √ √ √ √	
<b>Personal Circumstances</b> Able to work some unsocial hours	√	