



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Intensive Housing Management Co-Ordinator

Salary: £24523.00 Pro Rata for part time

Status: Substantive

Hours: 18.5

Holidays: 22 Days plus Bank Holidays (Pro Rata)

Based at: Sites across the Wigan and Leigh Borough

Responsible to: Finance & Data Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: 12 Noon Friday 29th March

Interviews : Wednesday 3rd April

Main purpose of job

The Intensive Housing Management Co-ordinator is responsible for the effective operational management of our Supported Accommodation Project. You will play a key role in interviews and assessments, allocation of housing and settling in new residents.

The post holder will line manage staff and volunteers directly associated with the Accommodation. You will be required to balance the responsibilities for legal compliance, such as health and safety, housing law, acceptable behaviour and the necessity to protect our vulnerable residents, volunteers, staff and mentors.

You will be highly motivated and maintain performance in line with agreed procedures and processes. You will strive to achieve the required outputs for the area of operation which includes void management and proactive rent monitoring and collection. You will be a driven individual taking new agreed initiatives with a forward thinking attitude in order to minimise rent loss.

Main Responsibilities.

- Effective management and development of the Supported Accommodation Project under the remit of the role to ensure the delivery of the quality and financial objectives.
- To take prompt action on all void accommodation to ensure that they are let as quickly as possible, and within target times – working with other staff and agencies as necessary.
- Proactive management of accommodation to avoid the loss of income from void properties.
- To make allocations ensuring that all applications for accommodation are treated fairly and in accordance with the Charity's policy and procedures. (All allocations to be jointly agreed with Leadership Team)
- Develop a mentoring programme for residents and service clients – engaging volunteers from the community and the accommodation and nurture this development for continued success
- Monitor the service's budgets, including income and expenditure and highlighting problem areas as they arise.
- To ensure that the charity encourages and promotes diversity in all areas of policy and practice
- To ensure that every client moving into the accommodation is provided with a welcome pack and a full buildings health and safety induction has been undertaken with the individual
- Ensure that residents apply for housing benefit and or personal benefits where eligible to maximise income. To ensure that residents have set up an account with Unify for personal charges and savings
- To assist in taking appropriate and timely action to deal with any breaches of licence agreements/tenancies and other contracts.
- To be proactive in taking appropriate action to deal with rent and service charge arrears.
- To liaise with the Maintenance Team to ensure that all repairs are reported accurately and timely and that the appearance and health and safety of the organisations properties are maintained to the highest standards.
- To ensure that residents are kept fully informed of changes and developments via meetings, letters, newsletters, notices and personal contact.
- To attend meetings with residents/tenants, including evening meetings as necessary
- To provide the Finance & Data Manager with accurate and timely reports, statistical information and written reports on a monthly basis as required.
- To input data and update the computer system as required.
- To adhere to the Charity's financial regulations, standing orders, policies and procedures, in particular: Health & Safety, Confidentiality, Data Protection and Customer Care.
- Delivery, development and forward planning of high quality, supported accommodation which encompasses work related activities to build resilience and well being into clients and the surrounding community
- Achieve Organisation's service targets for the Supported Accommodation
- Ensuring that supported tenants are involved in every aspect of the service and are supported to take steps outside their comfort zone for personal growth
- Effective management of service finance systems including timely rent collection and allocation
- Play an active role in strategic reviews and contribute to the wider thinking and planning of the organisation.

- Development of robust approach to evaluation of services in order to demonstrate outcomes and impact
- Establish, promote and maintain relationships with key stakeholders

Team

- Contribute effectively to the Support Services team to achieve agreed performance and quality standards
- Attend Team Meetings and ensure effective communication with staff within the organisation
- Assist in providing cover in the team for absences
- Facilitate meetings and workshops as appropriate.
- Assist in the development and updating of organisational policies.
- Participate in recruitment of staff, volunteers and other personnel and lead on planning and overseeing their induction.
- Supervise, motivate and monitor training for paid staff, volunteers and all personnel
- Ensure personnel records are correctly maintained.
- Work flexibly to meet the changing needs of the organisation – undertaking any other duties that may be reasonably requested.
- To report, record and deal with complaints as per Charity Policy and Procedure

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Ensuring mentors are following Health and Safety Procedures and all incidents or near misses are recorded and acted on appropriately.

Reporting any incidents to relevant Manager.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

Be willing to undertake work during out of hours, including weekends and evenings when necessary.

Be willing to undertake and assist in fundraising activities which may occur out of hours

Promoting fundraising for the Charity

General

The post holder will be expected to:

Operate all financial procedures in line with Queen's Hall Action on Poverty.

Ensure that the Electronic Database Case Management System is up to date at all times, if applicable

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend case management and managerial supervision as required.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Be aware of professional standards expected in the service, in terms of holistic person centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act 2018 and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To at all times deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required in order to aid in the smooth running of the Project.

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

Person Specification
Intensive Housing Management Co-ordinator

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>Degree, NVQ or appropriate qualification or a minimum of 2 years' experience in relevant field</i>	✓		<i>Application form and interview</i>
<i>Experience of Managing a Supported Accommodation Project</i>		✓	<i>Application form and interview</i>
<i>Experience of managing a team of staff or volunteers</i>		✓	<i>Application form and interview</i>
<i>Knowledge of the NSNO Process</i>		✓	<i>Application form and interview</i>
<i>Knowledge of Welfare Benefits</i>	✓		<i>Application form and interview</i>
<i>Understanding of the needs of people with complex, homeless and or Mental Health</i>	✓		<i>Application form and interview</i>
<i>Knowledge of statutory homeless legislation and third sector support</i>		✓	<i>Application form and interview</i>
<i>Ability to motivate a team of staff, volunteers and residents</i>	✓		<i>Application form and interview</i>
<i>Ability to ensure contract requirements are met</i>	✓		<i>Application form and interview</i>
<i>Ability to work within tight deadlines</i>	✓		<i>Application form and interview</i>
<i>Ability to work within a defined budget</i>	✓		<i>Application form and interview</i>
<i>Understanding of personal budgets</i>		✓	<i>Application form and interview</i>
<i>Possess excellent time management skills</i>	✓		<i>Application form and interview</i>

<i>Ability to work on own and be self motivating</i>	✓		<i>Application form and interview</i>
<i>Proven evidence of Multi Agency Working</i>	✓		<i>Application form and interview</i>
<i>Proven track record of using initiative for the improvement of services</i>	✓		<i>Application form and interview</i>
<i>Possess Computer/Information technology skills</i>	✓		<i>Application form and interview</i>

Skills and Knowledge

Experience

	Essential	Desirable	How to be achieved
<i>Proven experience of working with people with complex issues</i>	✓		<i>Application form and interview</i>
<i>Proven experience of using a person centred holistic service model</i>	✓		<i>Application form and interview</i>
<i>Proven experience of working with clients facing crisis situations</i>	✓		<i>Application form and interview</i>
<i>Experience of working within a multi-cultural and multi disciplinary setting</i>	✓		<i>Application form and interview</i>
<i>Proven experience of Data Recording and providing reports</i>	✓		<i>Application form and interview</i>
<i>Proven ability of organising and maintaining extensive paperwork and files in line with policies and Procedures and to satisfy funding contracts</i>	✓		<i>Application form and interview</i>

Work related circumstances

	Essential	Desirable	How to be achieved
<i>A committed professional approach to work</i>	✓		<i>Application form and interview</i>
<i>Ability to work with clients who may present challenging behaviour</i>	✓		<i>Application form and interview</i>
<i>Evidence of the ability to work in a pro-active manner and taking the appropriate initiative ensure services meet the demands of the clients</i>	✓		<i>Application form and interview</i>
<i>Ensure that dignity is maintained to all service users of The Queen's Hall Action on Poverty</i>	✓		<i>Application form and interview</i>
<i>Ability to work as part of a committed team and to be a Team Player with a proven track record of team involvement</i>	✓		<i>Application form and interview</i>
<i>Ability to work out of hours and on weekends</i>	✓		<i>Application form and interview</i>

<i>Must have the use of a car and full UK Driving Licence and Insurance</i>		✓	<i>Application form and interview</i>
<i>Proven ability to abide by policies and procedures</i>	✓		<i>Application form and interview</i>
<i>Willingness to undertake activities which benefits the Charity</i>	✓		<i>Application form and interview</i>