

# JOB PROFILE

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Job Title:	Housing Services Manager
Department:	Housing
Location:	Kingsland Hub
Reporting to:	Director of Services

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## INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill-health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users.

## Putting the role in context

The Housing Services Manager is responsible for the delivery of PBHA's housing management and recovery services for general needs, supported and enhanced housing management tenants. The Housing Services Manager is responsible for the Recovery Lead, the Enhanced Housing Management Coordinator, the Lead Housing Officer, Move on and Allocations Coordinator and Income Officer.

## Aims of the Post

- To oversee the provision of a high quality housing management and housing related support service to PBHA's tenants .
- To ensure PBHA's housing related Support Services provide high quality short term recovery focused interventions, ensuring positive move on and development of recovery capital for clients.
- To ensure arrears procedures are implemented to promote tenancy sustainment and maximize rental income.
- To ensure that anti-social behaviour is addressed and resolved
- To oversee the provision of Enhanced housing management services to tenants living in Hackney and Islington, with the goal of supporting tenants to maintain their tenancies, access support and move on where beneficial.
- To oversee the referrals and lettings process, ensuring effective strengths and safety assessments are carried out and that properties are let in accordance with PBHA's Tenure and Participation Policies, while making best use of available accommodation and minimising voids.

## **Specific Responsibilities**

### **a. Team Management**

- To establish and maintain a high performing team that enables tenants and licenses to make the most of their strengths and skills- both as individuals and as a community.
- Manage the recruitment and coordination of staff to ensure adequate service provision at all times.
- Allocate responsibility for tenants and tasks to staff, volunteers or trainees.
- Ensuring that effective systems and procedures to support tenants to maintain their tenancies are established and maintained, including keeping up to date and accurate records.
- Ensuring that effective systems and procedures are established and maintained, developing and implementing quality assurance systems as required.
- Ensuring that established financial and administrative procedures are properly used.

### **b. Supervision of Staff**

- To be responsible for the day to day support and management of the Recovery Lead, housing management staff and the Move on and Allocations Coordinator in line with Peter Bedford Housing Association policies and procedures.
- To ensure that all staff in the housing department receive regular supervision and appraisal, to support and encourage staff development, establishing training and development needs, researching and source training, and contributing to the annual learning and development plan.
- Proactively develop staff via addressing underperformance and setting challenging targets for high performers.
- To establish training and development needs, research and source training, and contribute to the annual learning and development plan.
- To ensure that staff provide high quality housing management to tenants in accordance with their housing plan.
- To ensure the work of the teams is focused on tenancy sustainment, and helping tenants to identify appropriate move on accommodation where necessary to ensure adequate accommodation.
- Act as a resource and trainer for colleagues as they address housing management and recovery issues, emphasizing early intervention and mutual self-help strategies as well as enforcement.

### **c. Housing Management**

#### **Anti-social Behaviour**

- Ensure that ASB issues are addressed proactively, in line with procedures.
- Ensure that risk issues relating to ASB are considered, and that tenants and stakeholders are encouraged to address conflicts using self-help techniques.
- Liaise and form strong relationships with external agencies and other stakeholders to support tenancy enforcement action and to minimize and prevent anti-social behaviour.
- Ensure that all ASB complaints are effectively dealt with and monitored and that the complainant is kept informed of progress.

- To ensure that safeguarding issues are addressed in accordance with PBHA's Safeguarding policy.

#### **Lettings, Voids and Arrears Control**

- Oversee the referrals and selection process for PBHA housing in line with PBHA's policies and procedures. Ensure voids are minimised and supported housing tenant's needs are appropriate for the service provided.
- Monitor rent collection, rent arrears and other key performance indicators and take action to ensure targets are met and relevant PBHA policies and procedures are followed.
- Ensure staff are providing a service that enables tenants to prevent arrears.
- Ensure remedial and enforcement actions are taken in a timely manner, consistent with PBHA policies.
- Ensure that all complaints (including harassment and anti-social behaviour) are effectively dealt with and monitored and that the complainant is kept informed of progress.
- Ensure close liaison between Housing and Supported Housing staff in relation to effective and supportive resolution of housing and tenancy issues.
- To monitor breaches of tenancy agreements. Support the team in resolving tenancy disputes.
- Ensure the health and safety of tenants and contractors, including ensuring that all health and safety checks and risk assessments are carried out and their findings acted upon.
- Carry out meetings and consultations, ensuring tenants are involved in decision making relating to accommodation and services.

#### **Personal development and support services**

- Work closely with the Enterprises and Training team to ensure that all tenants can make best use of PBHA's wrap around services as part of their support planning.
- Ensure effective client- led strength and safety assessment and support planning processes are in place and are followed.
- Ensure that staff provide a high quality support service and are delivering support interventions in accordance with tenants' self-assessment and action support plan and a tiered model of service delivery that helps clients develop recovery capital.
- Promote peer support initiatives.
- Deliver on commissioned outcomes and proactively developing solutions where there is a risk of outcomes not being achieved.

#### **Liaison**

- Liaising with other professionals and agencies around individual tenants ensuring they are receiving the appropriate support.
- Representing PBHA and its work to people outside, and in particular developing and maintaining good contacts with the local authorities, and other agencies and service providers.
- To attend internal and external meetings to keep up to date with any changes in our field of work.

### **d. Policy and Service Development**

#### **Policy and service development**

- Act as contract lead for support and social care contracts
- Lead on preparing monitoring reports, committee papers and grant applications in line with PBHA's strategic plan and funders requirements.

- Meet required standards and contract compliance of Supporting People and any other commissioning body where Peter Bedford Housing Association delivers a service ensuring key performance indicators are reported on.
- To contribute to reviewing Peter Bedford Housing Association policies and procedures relating to the work of the housing department, and implementing changes.
- Identify and meet resource needs arising in the team.
- Contributing to the formulation of Peter Bedford Housing Association's annual business plan as it affects housing related services, and ensuring its implementation.
- Staying abreast of current and emerging issues in supported housing, peer support and health & social care, and considering implications for Peter Bedford Housing Association.
- Participate in tendering for support related services, taking on bid team responsibilities
- Contribute to reviews and formulation of Peter Bedford Housing Association policies more generally, including those relating to staff management.

#### **Team responsibilities**

- Provide a reception service at the office.
- Adhere to lone working procedures.
- Take pride in PBHA's property and assets, and encourage tenants to do so.
- Participating in a rota to provide cover for our out of hour's telephone service for tenants and dealing with emergencies and problems that arise. This is done from home. A mobile phone is provided. The rota is additional to the 37.5-hour work week.
- Involvement in the selection and induction of new workers and volunteers.
- Take part in planning the team's work and the annual plan.
- Ensure that proper records are kept and information is passed to other team members as necessary.
- To ensure that PBHA's IT and manual systems are accurately updated specifically in relation to contact with tenants and service users.
- Overseeing the local hub offices, ensuring they run effectively and that housing related support services delivered from there liaise closely with other services delivered from hubs (peer support, enhanced housing management.)

#### **General responsibilities of all staff:**

- Provide cover for other staff where necessary.
- To work flexibly and cooperatively as part of a team and with other teams.
- To be involved in the selection and training of new workers and volunteers.
- To participate in staff training and development activities, staff supervision, appraisals and all relevant meetings.
- To ensure the observation of all of Peter Bedford's policies and practices, including those relating to equal opportunity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and discipline.
- The post holder is expected to plan and organise their own work and be pro-active e.g.
- Advising line manager of proposed next action rather than seeking advice on what it should be.

## General Information

Please note that:

Post holder must be prepared to see their duties change as the needs of the organization and its tenants change and develop.

All spaces in PBHA are non-smoking except for specific designated areas.

## Access Information

The post is based at the Kingsland Hub site has one level and is accessible to wheelchair users.

## Accountability

The post holder is accountable to the Director of Services.

## Main Conditions of Service

This is a full time position. The post is for 37.5 hours per week, 5 days per week, Monday – Friday, 7.5 hours per day. Duties will occasionally be carried out over evenings, weekends or public holidays. Overtime is not paid but time off in lieu is given.

Annual leave entitlement is 26 days per year plus normal bank holidays. This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The salary for this post will be in the range of £34,986- 38,403, points 29 to 33.

Post holders will be eligible for membership of the organisation's contributory pension scheme.

In common with all posts at PBHA, confirmation of appointment is subject to a probationary period (6 months).

PBHA is committed to equal opportunities and anti-discriminatory practice.

## ROLE REQUIREMENTS

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**Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.**

**The minimum experience required for the post is:**

Assessed by\*

Assessed  
by\*

A, I                      Experience of managing and leading a team.  
Experience of managing change.

A, I                      Substantial experience of direct work with people from one or more of the  
following

backgrounds:

- Enduring mental health problems

- History of homelessness/ rootlessness
  - Drug and alcohol misuse
- A, I Experience of bidding for services
- Experience of delivering outcomes focused services and monitoring performance to contract
- Experience and knowledge of working in recovery orientated services
- A, I Experience of housing management work
- Experience of taking tenancy enforcement action
- A, I Experience of managing and leading a team.
- Experience of tenant engagement
- Experience of taking tenancy enforcement action
- Experience in best practice in maximizing rental income
- Understanding of wider health and social care systems
- A, I Experience of managing change
- A track record of service improvement and improving outcomes

**The capacities required for the post are:**

Assessed  
by\*

- A, I A demonstrable commitment to building on peoples assets and strengths, focusing team work on building recovery capital rather than focusing on deficits
- A, I Good computer literacy including the ability to use Windows applications and word processing and database packages. This also includes the ability to use the internet and to draft and send e-mails.
- A, I Can positively contribute and take initiative; good negotiation skills
- A, I The ability to respond positively to external pressures and manage internal change.
- I The ability to apply the organisations policies and procedures to real situations.
- A, I The ability to deal sensitively and effectively to complaints of harassment and anti-social behaviour from tenants
- A, I The ability to communicate clearly, effectively and sensitively with
- Colleagues
  - Tenants
  - Professionals
  - Others in outside agencies
- Communication skills need to be both written and oral.
- A, I, T The ability to write reports and complete monitoring returns and key performance indicators.
- A, I, T The ability to use IT fluently and competently.
- I, T The ability to carry out and supervise others in a range of essential administrative and financial tasks.
- I The ability to identify and deal with poor performance.
- I The ability to work co-operatively and flexibly with other members of the team and other workers and to manage conflict.

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The ability to prioritise work effectively, working on your own initiative while balancing the competing demands of the job.

- I The ability to take instruction and work within guidelines.
- I The capacity to identify and respond to the different needs of a diverse client group.
- I The ability to contribute to the development / review of policies, procedures and systems.

**It is desirable that the candidate will have:**

Assessed by\*

- A, I Qualification in Housing Management (e.g. CIH level 5 diploma)  
Understanding of assets based community development and peer support  
Experience of delivering engaging training
- A Improving quality and raising standards of service.
- A, I Enabling participants in the project to take control of their own lives and become involved in the overall running of the project.

**The successful candidate will need to be committed to:**

Assessed  
by\*

- A PBHA's Diversity and Equal Opportunities policy  
Co-operative team working.

**The successful candidate will**

Have the flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice.

**Assessed by\***

- A Assessed through Application Form
- I Assessed through Interview
- T Assessed through Assessment