JOB PROFILE

Job Title:	Housing Coordinator – Supported Housing
Department:	Housing
Location:	Southwark, Newham & Tower Hamlets
Reporting to:	Housing Services Manager

INTRODUC TION

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

We are committed to an asset based and psychologically informed approach to our work. Mutual support, participation and personal development for both staff and service users is key to this.

Putting the role in context

The Housing Coordinator (Supported Housing) leads PBHA's Housing Management services in Southwark, Newham and Tower Hamlets, providing a quality housing management service to tenants with additional tenancy sustainment needs. They will provide day-to-day supervision to other members of the Housing Team. Working in homes we manage on behalf of other landlords, and in partnership with care providers, the Housing Coordinator will work closely with external partners to support our tenants, provide reassurance on compliance, and meet best practice standards.

The post holder will work from local sites, with access to PBHA's main office in Haggerston where appropriate, however some of the work will be in tenants' homes in the community. The post holder will be issued the IT equipment necessary to facilitate mobile working.

Aims of the Post

The Housing team provides work with vulnerable tenants, helping them to sustain their tenancy and participate in their community. The Housing Coordinator (Housing Management) carries a small caseload, whilst managing a team of Housing Officers.

Specific Responsibilities

a. Staff Resources

- Supervising staff and volunteers in line with PBHA policies and procedures.
- Setting clear objectives, monitoring progress, sickness absence reviews, and performance management.
- Identify training and development needs and coach staff to improve their housing management practice.
- Representing PBHA at internal and external meetings as agreed with the Housing Services Manager.
- Ensuring quality service delivery via staff supervision and auditing.

b. Housing Management

- Complete quarterly SHiP reports for the Landlords we manage homes for
- Attend quarterly contract monitoring meetings with these landlords
- Coordinate compliance actions outlined in the Housing Management Agreements and leases with these landlords and ensure good communication on progress to partners.

c. Tenancy Sustainment

- To be responsible for working with a small caseload of tenants within a locality if required
- Support Housing Officers to identify individual tenancy needs through assessment and an identified Housing Plan which details risks, needs and move on plans. In some cases, this support will be provided through joint work with care providers
- Regular contact with tenants as per plan, or liaising with care providers where appropriate
- To be contactable by tenants and regularly visit sites.
- Ensure that tenants apply for benefits where eligible, and signpost tenants to information on how to maximise income.
- Record and monitor any breaches of tenancy agreement and support the team to work proactively and within procedures to resolve them.
- Liaise with the ASB lead, Income Officer, the Finance and Community and Training departments to provide effective prevention and management of rent arrears, escalating where necessary in accordance with policy and procedure.
- Liaise with colleagues to ensure void targets are met, and properties are let within agreed timescales.
- Arrange viewings and carry out sign-ups of occupancy agreements and assist in the moving in/out process.
- Ensure tenants understand their rights and responsibilities in their occupancy agreements.
- Deal with complaints, nuisance, and tenancy disputes as they arise. Work with tenants to promote self-help and mediation approaches to dispute resolution and address and escalate in line with procedure.
- Support and monitor if regular building inspections are conducted, helping tenants report repairs.
- Take pride in PBHA's property and assets and encourage tenants to do so.
- Enforce the conditions of tenancy that enable PBHA to undertake urgent work such as gas servicing.
- Monitor and report on completed H&S and fire checks and assessment, liaising closely with others to ensure that follow up actions are completed.
- Report safeguarding concerns as appropriate.

d. Team responsibilities

- Be part of the Operational Leadership Team
- Be visible and accessible on sites.
- Responsibility for authorising expenditure
- Involvement in the selection and induction of new workers and volunteers.
- Taking part in planning the team's work and the annual plan
- Ensuring that proper records are kept and information is passed to other team members as necessary.
- To ensure that PBHA's systems are accurately updated specifically in relation to contact with tenants and service users.

d. Customer Focused Services

- Lead your team in promoting participation and co-production opportunities so that tenants/participants have maximum influence over the development of PBHA.
- Participate in a rota to provide cover for emergency situations outside of regular working hours. The Rota is additional to the 37.5-hour work week.
- Adhere to lone-working procedures.
- To positively respond to, promote and signpost tenants and participants to report complaints in line with PBHA's practice. To have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments. To take collective responsibility for any shortfalls identified through complaints rather than blaming others. To act within the Professional Standards for engaging with complaints as set by the Chartered Institute of Housing.

General Responsibilities

- Participate in key meetings
- Contribute to policy development, income generation, strategic and annual planning, corporate and cross-team activities, external partnerships and promotional activities as required
- Promote, develop and support PBHA's ethos, values and impact
- Provide cover for other managers and workers

All staff are expected to:

- Work co-operatively as part of a team and with other teams
- Be involved in the selection and training of new workers and volunteers
- Participate in staff training and development activities, one to ones and all relevant meetings
- Ensure the observation of all PBHA's policies and practices, including those relating to equality and diversity, data, health and safety, financial control, standing orders, sustainability, recruitment, supervision, appraisals, sickness and disciplinary
- Plan and organise own work with a minimum of day-to-day supervision
- Undertake all other reasonable duties

General
Information

Please note that:

- Postholders must recognise the needs of the organisation to adapt to the role and responsibilities of the postholder as necessary.
- All spaces in PBHA are non-smoking.

Access Information

The post is based in the community with some work at our head office in Haggerston. The Kingsland Hub site has one level and is accessible to wheelchair users. Our homes have step-only access. The role involves travel within Southwark, Newham and Tower Hamlets and working in tenants' homes.

Accountability

The post holder is accountable to the Housing Services Manager.

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 and some public holidays. Overtime is not paid but in line with Agile working, hours can be averaged over a 2-week period.

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

Salaries are revised each year. The starting salary for this post is £39,053-£41,735 (SCP 18 – 22). We will usually appoint at the start of the scale.

The post holder will be auto enrolled to be a member of the organisation's contributory pension scheme if eligible.

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

PBHA is committed to equality and diversity, anti-discriminatory practice and is striving to be an anti-racist organisation.

ROLE REQUIREMENTS

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.

Essential Requirements

The minimum experience required for the post is:

Assessed by*	
A, I	To have experience of supervising staff or coordinating the work of a team. To have worked in a paid or voluntary capacity with at least one of the following groups: people who have mental ill health; learning difficulties; people who have experienced homelessness; or people who have alcohol-related problems. To have an understanding of the particular wellbeing needs of minority ethnic groups.
	Good computer literacy including the ability to use Windows applications, database systems, and MS office packages.
	Experience forging working relationships as part of a team and in partnership with external statutory and voluntary agencies.
	Experience working in an outcome-focused way.

The competencies required for the post are the ability to:

Assessed by*	
A, I	Can positively contribute and take initiative, good negotiation skills
	To be positive, resourceful, and resilient when working in a challenging environment
	Understanding and ability to manage boundaries effectively, and help staff of limits of own competence, role and responsibilities.
	Provide guidelines on complex cases, including safeguardings, anti-social stakeholders are treated with respect and dignity and are not judged.
	Ability to allocate caseload across the team, taking account of tenant need, risk,
A, I	Ability to guide Housing Officers in delivering housing management that meets
A, I	Establish productive partnerships with a range of key stakeholders, internal and external to ensure that project targets are met
A, I	
A, I	Ability to set clear priorities for the team, monitor performance against agreed targets and follow up on delays in service delivery
A, I	Be a self-starter, demonstrating initiative and a pro-active approach to meeting goals

	and targets
A, I	Use IT effectively to monitor workload, review performance, and prepare reports, marketing materials, etc.

The successful candidate will need to be committed to:

Assessed by*	
A	Improving quality and raising standards of service.
A, I	Enable participants in the project to take control of their own lives and become involved in the overall running of the project.
A	PBHA's Diversity and Equal Opportunities policy Co-operative teamwork.

Desirable Requirements

It is desirable that the candidate will have:

Assessed by*	
A, I	An understanding of peer support and the value of lived experience.
A, I	Supervisory Experience. A management qualification.

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