

# Job Description

Job title	Housing Management Assistant
Reports to	Housing Service Manager
Hours	37.5 per week
Contract	Fixed term/Secondment Opportunity until 30 <sup>th</sup> November 2024
Base	Canterbury
Salary	Grade B

## Overall Purpose

To provide intensive housing management to those living within Porchlight supported accommodation. We are looking for enthusiastic individuals who are committed to ensuring that Porchlight provide high quality homes to vulnerable people in need. The Housing Management Assistant will work closely with the Homeless & Prevention Coaches to ensure that our accommodation is a safe and welcoming place that people can call home.

To work within Porchlight policies and procedures including but not limited to safeguarding, health and safety, HR, finance, housing services, support services and all staff are expected to uphold the values and ethos of the organisation.

## Main responsibilities

1. Provide Housing Management support across the Canterbury cluster, supporting team members with regular housing management tasks and covering clusters as required.
2. To establish positive working relationships with service users and to work closely with Homeless & Prevention Coaches, providing practical housing management.
3. To ensure that the accommodation is maintained to a good standard, communal areas are clean and tidy, and that health and safety and fire regulations/policies are adhered to. This will involve reporting breakages/damage/wear and tear promptly, carrying out some basic cleaning, making arrangements for renewals and replacement of equipment as necessary (with line management approval and within budget capacity), regular liaison with Local Authorities & Housing

Associations etc., regular Health & Safety inspections (inc. fire drills and inspections), and risk assessments.

4. To carry out regular property checks, ensuring that the environments are safe and welcoming.
5. To ensure that all properties meet the contractual agreements with landlords and housing associations.
6. To ensure safeguarding concerns are recognised and reported as per the Porchlight safeguarding policy and procedures ensuring the Service Users coach is aware of concerns and how these have been acted upon.
7. To ensure that vacant rooms are clean and in good repair within a timely manner.
8. To keep referrers, prospective tenants/residents informed of progress and the outcome of their referrals.
9. To ensure all properties are kept up to date and meet with all compliance needs.
10. To maintain accurate and up to date financial and administrative records and systems and assist in the compilation of monthly performance reports and other reports as required.
11. To build positive relationships in the local community and be proactive in contributing to any activities or local opportunities
12. To issue, complete and explain tenancy and licence agreements with client moving in.
13. To ensure that service users are aware of their responsibilities under the agreement. To ensure that relevant monitoring forms are promptly and accurately completed for each new supported housing letting.

### **General**

14. To undertake and participate constructively in induction, regular supervision, appraisal, and relevant training, and contribute positively to good team relationships and continuous improvement of services.
15. To attend project team meetings as directed by line manager.
16. To maintain confidentiality in line with organisational policy in relation to service users, staff, and business sensitive information
17. To assist the Housing Service Manager in developing the service in line with Porchlight strategic objectives and to comply with all legal and best practice requirements as outlined by Porchlight.

*This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description.*

# Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none"><li>• People focused.</li><li>• Positive and enthusiastic</li><li>• Communication and influence</li><li>• Teamwork</li></ul>	<ul style="list-style-type: none"><li>• Quality focused</li><li>• Adaptable</li><li>• Problem solving</li><li>• Creativity and innovation</li></ul>
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

## QUALIFICATIONS

### Essential

1. Car user with full driving licence and access to own vehicle (subject to the provisions of the Disability Discrimination Act 1995)

### Desirable

2. Relevant training, study, or qualification.

## EXPERIENCE

### Essential

3. Experience of inter-agency liaison and ability to initiate and maintain constructive relations (i.e. with clients, colleagues, and other professionals from a variety of cultural/social backgrounds.)
4. The experience of working independently with minimal day to day supervision.
5. Experience of housing management, health and safety or housing law.

### Desirable

6. Experience of supporting and working with homeless or vulnerable people.
7. Experience of working to safeguarding policy and procedures and reporting appropriately.

## SKILLS & ABILITIES

### Essential

8. An ability to follow written and verbal instructions.
9. An ability to prioritise multiple tasks and identify practical systems to meet deadlines.
10. An ability to handle crises in a calm, pro-active and professional manner when faced with an increasing workload.
11. An ability to understand and implement professional boundaries.
12. The ability to plan and organise own workload efficiently.

13. A proactive approach and the ability to motivate and engage people.
14. An ability to initiate and maintain constructive relations with clients, colleagues, and other professionals from a wide variety of cultural and social backgrounds.
15. An ability to implement strategies for coping with aggression and minimising risk.
16. Flexibility to work outside of normal office hours if required.
17. Good IT skills.

## **KNOWLEDGE & UNDERSTANDING**

### **Desirable**

18. An understanding of mental health, drug, and alcohol issues.

## **PERSONAL QUALITIES**

### **Essential**

19. Commitment to the practical application of Equal Opportunities.
20. Commitment to developing and maintaining a high level of service to colleagues, service users, partners, and other stakeholders.
21. A positive, self-motivated, and enthusiastic attitude to work.
22. Excellent communication and influencing skills (written and verbal).
23. Experience of making a positive contribution to the team.
24. The capacity to handle pressure and to be adaptable to changing or conflicting demands.
25. The ability to identify solutions to problems and implement them.
26. The ability to actively contribute ideas and suggestions that improve the quality of service.