



Specialist Housing Case Manager

Job description and person specification



Job description – Specialist Housing Case Manager

Reporting to the Case Consultant

People responsibility:

- Direct reports = 0

Summary of role:

As part of the Group's wider leadership team, this role plays an integral role in enabling the operational delivery of the following organisational priorities:

- Delivering more for our customers
- Having the capacity to build more homes
- Being a great place to work for our colleagues
- Being a financially resilient business
- Being a key influencer in the region

The role has leadership responsibility for role modelling and embedding our valued behaviours, and supporting the wider business to develop a positive, inclusive and engaging culture:

- Own it – Make it happen
- Improve it – Move things Forward
- Live it – Show understanding and compassion

Key areas of responsibility:

- To lead and deliver an Intensive Housing Management Service to current/prospective tenants to enable them to access, maintain, sustain and retain their tenancy.
- To develop trusted relationships with local authority partners to manage complex and challenging cases, by adopting a joined-up approach to ensure the right outcomes are achieved.
- To work with and support the locality teams to ensure the Group are working within the regulatory framework and following the consumer standards code of conduct

Service delivery

The primary focus is:-

- Older People living in General Needs accommodation
- New tenants who would benefit from more intensive housing management
- Current tenants who fall into crisis, or have complex, chaotic lifestyles where there is a high risk of tenancy failure i.e. hoarders, safeguarding, domestic abuse, cuckooing

To help with:-

- Gaining a tenancy
- Sustaining and maintaining a tenancy
- Enabling tenants to live independently in their home for longer,

- Reducing and/or delaying the risk of accessing acute and statutory services
- Reducing the cost associated with managing complex cases
- Avoiding the costs from taking enforcement action

Customers

- To provide advice and information on the services that are provided by the group that enable tenants to live well at home and thrive in their community.
- To assess tenants needs and eligibility for funding to deliver intensive housing and property management tasks that enable tenants to sustain and maintain their tenancy in accordance with their tenancy conditions.
- To take responsibility for ensuring the relevant documentation is completed, which captures needs, actions, risks, interventions and outcomes including actual and avoided costs
- Where applicable, apply charges to accounts, monitor and record income streams.
- Give assistance to access the correct welfare benefits to maximize income and assist with the process and form filling.
- To give advice and guidance when required, to all existing and prospective customers on housing options available such as lettings, transfers and mutual exchanges.

Team working

- To provide knowledgeable direction, advice and support to enable team members to take a lead within their roles. Empower team members to make decisions and learn from their experiences.
- Ensure the management of the tenancy is tailored to the needs of the tenant and that all interventions have been exhausted before undertaking tenancy enforcement action
- To positively engage across the business to co-ordinate works required to enable a tenant to sustain their tenancy, e.g. Money Matters, Debt Advice, Energy Advice, Asset Management, Repairs & Maintenance.

Repairs & maintenance

- To report repairs in accordance with the Groups policy and procedures
- Facilitate access for repairs teams to complete essential works.

Health & Safety

- To be responsible for ensuring high standards of people and building safety at all times and these are clearly communicated to and understood by employees and stakeholders
- Utilize appropriate risk assessment tools in order to identify actual and potential risks (especially, fire safety, environmental health, hoarding and safeguarding) and implement appropriate interventions.

Technology

- To install Housing Proactive devices, working in conjunction with Alertacall to provide safety, security and reassurance to tenants who have an identified need for a daily check.

- To consider other assistive technology devices (additional cost to tenant) that complement the Housing Proactive device to give tenants additional peace of mind.
- To respond to technology defects and faults.

Stakeholders & partnership working

- Ensure tenants are signposted/referred to relevant external voluntary and statutory bodies where required
- Establish excellent links and referral pathways with outside agencies e.g. social care, GP's, health visitors, carers, etc.
- For complex cases, co-ordinate and facilitate multi-disciplinary team meetings, to collaborate and establish an holistic approach to managing risks and capturing outcomes.

General responsibilities

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Groups Standing Orders
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
 - Safeguarding
 - Confidentiality and Data Protection
- To take responsibility for personal development, sharing knowledge and skills and learning from others
- Working in line with our values, to strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times

Additional responsibilities:

➤ Health and Safety:

In order to maintain a safe working environment, keep yourself and others safe, maintain a positive safety culture and help your Line Manager and Safety Representative achieve our Health & Safety aims and objectives, you will be conversant with the Current Health And Safety Policy on the Intranet in particular the Statement of Intent and section 5.6 and 5.7 of the Policy "Health & Safety Responsibilities".

- Responsible for ensuring that all of the Group's Health and Safety policies and procedures are fully implemented and adhered to

➤ Data Protection:

- To follow the Data Protection principles in all work activity
- To attend any training specific to the role regarding GDPR

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Person Specification

What do I need to be successful as the Specialist Housing Manager;

- Role model the Group's valued behaviours; Own it, Improve it and Live it, ensuring valued behaviours are embedded in your team through effective support, recognition and performance management.
- A team working ethos with exceptional people management and team leadership skills which motivate and inspire.
- Ability to champion collaboration, break down silos and encourage a one team mentality.
- Able to communicate, support the organisation's strategic priorities, culture and purpose.
- Support the implementation of departmental plans and ensure high quality day to day service delivery.
- Demonstrable experience of working in a social housing environment managing complex cases - **ESSENTIAL**
- Relevant knowledge and experience of working with people from diverse backgrounds, vulnerabilities, multi complex needs and hard to reach groups - **ESSENTIAL**
- Experience of working alongside stakeholders to deliver joined up solutions that benefits customers - **ESSENTIAL**
- Proven record of outstanding customer care – **ESSENTIAL**
- Sound understanding of IT applications and can present information in different formats
- Can demonstrate continued personal development through appropriate training and development activities.
- Relevant and up to date knowledge and experience of welfare benefits, financial inclusion, income maximisation is desirable
- Understanding of Social Housing's regulatory framework. Tenant satisfaction measures, and consumer standards code of practice
- To accurately work within legal frameworks e.g., Tenancy law, welfare benefits, health & safety, safeguarding and mental capacity.
- Able to manage conflicting priorities and deadlines
- Is able to communicate to all levels and actively listens to others
- Has knowledge of Fire Safety & Building Safety regulations, Housing Health and Safety Rating System, Decent Homes Standards
- Ability to risk assess situations, identify problems and offer appropriate solutions - **ESSENTIAL**
- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work to meet deadlines. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team members, actively involving team in decision-making and problem solving to improve services.

- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with team members and managers.
- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery with team. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share Information.

Other

- Flexibility of approach and a willingness to work outside of normal working hours in an emergency
- To work at other locations when required
- Enhanced Disclosure and Barring Check will be required

Additional specialist skills and qualifications to be successful in this role:

- Possession of a relevant degree is desirable or willingness to work towards
- Possession of a relevant HNC or NVQ Level 5 or equivalent in a relevant discipline is essential
- Membership of the Chartered Institute of Housing is desirable
- Driving License is essential
- Math's and English GCSE's or equivalent Grades (9-4 or A-C)

Training and Development:

In line with our Group values 'Own it, Improve it, Live it' you will receive a role specific training plan to support you in the role of Specialist Housing Case Manager.

You will be required to complete continuous professional development, to further support your role and the Group.