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| **Division/Area:** | Gainsborough HATS |
| **Job Title:** | Bank Housing Officer |
| **Reports To:** | HATS Service Manager |
| **Hours:** | Flexible |
| **Rate of Pay:** | £9.30 per hour plus holiday pay |
| **An enhanced Disclosure and Barring Service (DBS) disclosure will be required for this position. Gainsborough HATS staff must be at least 22 years of age, in line with the Commission for Social Care Inspection and section 29.4 Children’s Homes National Standards (2000)** | |

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| **1.** | **PURPOSE OF JOB:** Gainsborough HATS is a wholly owned subsidiary of LEAP. This role is to be accountable for the property management and intense housing management of Gainsborough HATS properties to ensure they are maintained to a good standard, that clients maintain their tenure and that voids are minimised in line with policies and procedures, contractual obligations and defined roles and responsibilities. This includes responsibility for managing the cleanliness, security, health and safety and day to day maintenance. | |
| **2.** | **MAIN RESPONSIBILITIES, TASKS & DUTIES** | |
|  | i | **Intense Housing Management:**   * To encourage tenancy sustainment through the identification of support issues in relation to maintaining tenancies * To be responsible for overseeing the client move on plan * Regular individual risk assessments to ensure any risks are identified and referrals to support agencies made if necessary * To maximise any income collection (rents) required in respect of the client * Assisting people to reduce rent arrears. * Signposting and accessing support from other services e.g. budgeting support; assistance with debt management from 5 voluntary agencies; accessing support to assist with alcohol/substance related matters * Ensure that all complaints, accidents, potential risks and incidents are reported in accordance with policies and procedures * Assisting people to access other support providers as required. * Liaising with all relevant agencies, both statutory and voluntary, on the tenant's behalf. * To participate in an Out of Hours On-call system within a rota system with colleagues. |
|  | ii | **Void Management:**   * To be responsible for the processing and progress of referrals for accommodation * To ensure that availability and occupancy targets are met * Induction of new residents in to your identified houses * The inspections of all empty rooms/properties for damage/repairs and undertake vacant room turnarounds to comply with occupancy targets |
|  | iii | **Behaviour Management:**   * To deal with nuisance issues in line with Tenancy Agreement * Liaison with Anti-social Behaviour Team and the Police to manage nuisance and anti-social behaviour. |
|  | iv | **Community Relationships:**   * To ensure a first class public image at all times by promoting the service in a positive light to local neighbourhood and community teams |
|  | v | **Property Portfolio:**   * To ensure that Gainsborough HATS property portfolio complies with legislation including HIMO standards where appropriate * To ensure that daily visuals and health, safety and security checks are carried to ensure compliance with legislation * Monitor hygiene and cleanliness of properties * To maintain good relationships with contractors ensuring that works carried out are to an excellent standard * To arrange and organise the undertaking of repairs reported and monitor the quality of works carried out |
| **3.** | **MANAGEMENT OF PEOPLE**  None  **SUPERVISION OF PEOPLE**  To support the induction, training and mentoring of colleagues. Support colleagues and cover colleagues work during times of absence due to sickness or leave. | |
| **4.** | **CREATIVITY AND INNOVATION**  To effectively plan work, manage time and use resources creatively.  To liaise with other agencies and promote the work of Gainsborough HATS and LEAP and proactively seek to engage other agencies in supporting clients to facilitate and enable joint working.  To actively encourage use of the complaints, compliments and appeals system and to be responsible for responding to complaints from clients and outside bodies. | |
| **5.** | **CONTACTS AND RELATIONSHIPS**  To maintain good communication and effective team work with clients, staff and the wider community, ensuring communications with clients in ways appropriate to their needs. To liaise with other agencies and promote the work of Gainsborough HATS and LEAP and proactively seek to engage other agencies in supporting clients to facilitate and enable joint working.  To effectively deal with disagreements taking a pro-active approach to managing conflict. | |
| **6.** | **DECISIONS** | |
| a | **Discretion**  Maintain confidentiality at all times  To understand and be sensitive to the diverse needs of clients  To keep accurate and reliable records ensuring their safe keeping in accordance with the Data Protection Act | |
| b | **Consequences**  People may receive inappropriate services and support thus leading to further homelessness and social exclusion. Could also result in the service underachieving in meeting its aims and objectives, KPI’s not being met and non-compliance with contracts. | |
| **7.** | **RESOURCES**  Mobile Telephone provided as required | |
| **8.** | **WORK ENVIRONMENT** | |
| a | **Work Demands**  There may be a need to work unsocial/flexible hours in order to meet the requirements of the service and its users including evenings, weekends and bank holidays.  There may also be the need to provide cover for other colleagues/job roles which may include out of hours and on call.  Need to be flexible to meet changing priorities. | |
| b | **Physical Demands**  Light to moderate physical demands. | |
| c | **Working Conditions**  The post holder will be required to use their own vehicle.  The post holder will undertake work in an office and in service user’s homes which may expose them to the occasional unpleasant working conditions. | |
| d | **Work Context**  Work involves moderate risk to personal safety of injury, illness or health problems arising from the environment or the public/clients. May occasionally be subject to verbal abuse.  Assess risk and take the necessary actions in respect of any activities/engagement with service users including personal safety. | |
| **9.** | **KNOWLEDGE AND SKILLS**  To meet the personal specification required for the job.  To be willing to and actively access relevant training to enhance personal development and effectiveness. | |
| **10.** | **GENERAL**  To undertake general administrative duties.  The role may involve an element of cleaning and room turn around.  To be fully conversant with Gainsborough HATS core business objectives, current activities and future plans. To understand the scope of policies and procedures in operation and organisational structures.  To be aware of Gainsborough HATS targets and work within these and those set by funders and external bodies.  To comply with all legislation and regulations relating to the core business of the charity.  To carry out all duties within set timescales.  To attend and contribute to team meetings. | |
| **Job Evaluation –** This job description has been compiled to allow the job to be evaluated using the Gainsborough HATS Job Evaluation scheme. | | |
| **Other Duties –** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. | | |
| **Equality & Diversity –** The post holder is required to carry out their duties in accordance with Gainsborough HATS Equality & Diversity policies. | | |
| **Health and Safety –** The post holder is required to carry out their duties in accordance with Gainsborough HATS Health and Safety policies and procedures. | | |
| **Safeguarding –** All employees need to be aware of the possible abuse of young people and vulnerable adults and if you are concerned you need to follow Gainsborough HATS Safeguarding Policy. In addition employees working with young people and vulnerable adults have a responsibility to safeguard and promote the welfare of young people and vulnerable adults during the course of their work. | | |

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|  | Name: | Signature: | Date: |
| Job Description agreed by: (Manager) |  |  |  |
| Job Description agreed by: (Postholder) |  |  |  |