



Job Description

Supported Housing Officer (Income)

Location: 446 Fulham Road, London SW6 1DT but required to visit other Stoll developments and properties.

Responsible to: Senior Housing Officer

Job purpose

- Responsible to the Housing Manager for delivering a customer focussed housing service to ex-service personnel and their dependents.
- To provide an effective and responsive housing management service with regard to Rent Arrears and income management to all Stoll properties including:
 - Maintaining and monitoring rent arrears and former tenancy arrears including referring cases for possession to Court and attending Court hearings.
 - Carrying out Income Maximisation checks and financial statements with tenants where necessary.
 - Attending sign ups with the Housing Officer (Tenancy Management) to complete Benefit forms, advise on Stoll's rent procedure and collect any rent in advance.
 - Assisting with the completion of Housing Benefit forms and liaising with the appropriate government departments in order to ensure claims are paid.
- To be responsible for ensuring agreed performance outcomes and objectives.

Key Accountabilities

Lettings, allocations and voids management

- Undertake viewings, sign ups and new tenant visits, working in partnership with the support team and Housing Officer (Tenancy Management) to ensure new tenants are aware of their rights and responsibilities and are fully supported through the process in order to successfully sustain their tenancies.

Tenancy management, rent arrears and tenancy enforcement

- Manage and monitor rent arrears taking action in accordance with Stoll policy and procedure up to and including attending court to secure repossession and eviction.
- Work with the Support Team to ensure that tenants are able to meet their rent payments, support tenants to obtain independent advice from relevant agencies enabling them to maximise their income, and to reduce rent and other forms of arrears plus enabling them to sustain their tenancy.
- Ensure that Housing Benefit applications are completed on time and that support is provided to all tenants to assist them in making a claim. Work with all necessary government departments to ensure that claims are assessed and paid in a timely manner.

Working in a team and with others

- Contribute positively to working in a team and across Stoll to deliver quality services to tenants/residents.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Liaise and work with other agencies including housing, health and social care professionals as required.
- Provide cover in the absence of the Housing Officer (Tenancy Management).
- Act in a professional manner while on duty and when representing Stoll.

Financial control

- Work within established budgets and maintain accurate financial records.
- Ensure that good financial and welfare benefits advice is offered to tenants, using partner agencies where appropriate.

Record keeping and data management

- Maintain accurate and up to date tenancy files and records ensuring that information is understandable and reviewed regularly.
- Maintain confidentiality of records and information relating to tenants in accordance with Stoll's Data Protection policy and procedures.

Quality and regulatory compliance

- Understand the legal framework in which Stoll provides housing and support to tenants and residents.
- Continuously look to improve the quality of services responding positively to customer feedback and complaints

Health and Safety

- Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

Other

- Carry out any other duties as required by the Housing Services Manager or Director of Housing and Development.

Person Specification

Housing Officer

Experience

Two years housing management experience working for a local authority or housing association.

Knowledge

Knowledge of lettings and allocations, rent collection and arrears management, repairs and maintenance, tenancy disputes and anti-social behaviour policies and procedures and their application

Understanding of the legal framework and regulatory context in which Stoll operates and the role of local authorities and Registered Providers in providing housing services

Experience/knowledge of the issues facing the ex Service community especially those Veterans with support needs.

Education and Training

Educated to GCSE standard or equivalent – minimum of five GCSE's at grade C or above including Maths and English

Working knowledge of housing legislation, including tenancy enforcement, debt recovery, anti-social behaviour.

Working knowledge of welfare benefits, especially Housing Benefit.

Demonstrable commitment to and evidence of continuous professional development and learning

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to Veterans

Communication

- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: