

POST TITLE	HOUSING SUPERVISOR
DIRECTORATE	PLACE
SERVICE	HOUSING AND HOMELESSNESS
RESPONSIBLE TO	REGISTERED MANAGER TEAM LEADER – DISPERSED
NUMBER OF POST HOLDERS	11
ACTING UP/ SECONDMENT	N/A

PURPOSE OF JOB

The postholder will provide a range of housing management services, information, assessment and advice services to our tenants, homeless people, and other customers, including residents, neighbours of our homes and people seeking housing advice. The role will also include the co-ordination of other housing and support services to support our customers and ensure the effective delivery of services for homeless people.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Ensure rent payments and other service charges are made on time and if not, intervene to ensure tenants have the advice and support they need to repay any arrears and meet their rent and service charge payment responsibilities.
- Ensure that all tenancy conditions are met by both the tenant and the Council (as the landlord) and take effective action where these conditions are not being met.
- Let available homes quickly and efficiently minimising periods when homes are empty.
- Give advice to customers on their housing options and act as the main point of contact for access to housing and other related advice and support services.
- Give advice and signpost customers to external support agencies and local services.
- Ensure that properties and the surrounding area for which you are responsible are maintained in a good state of repair and ensure that where this is not the case this is rectified.
- Be responsible for key areas of performance in the area or projects for which you are responsible. You will also contribute to performance analysis, monitoring, evaluation, and audit requirements.
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- Ensure the quality of work meets all areas of National Care Standards and SSSC Codes of Practice. Assess the needs and requirements of individuals and groups of your customers. This will include working jointly with other agencies to undertake collaborative assessment and agree appropriate action.
- Creating and overseeing risk assessments for clients, work activities, building safety and equipment.
- Liaise with customers, neighbours, and other residents to ensure that a collaborative and cooperative approach is taken to dealing with complaints, common repairs and estate management in the area for which you are responsible.
- Be responsible for complaint handling and resolution in line with the Council's Complaints Handling Procedure.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Put your customers first. Respect and understand their concerns and needs when delivering services to them. Inspire confidence and respect in your customers for you and the service you work for.
- Be sensitive and responsive to the needs of all your customers many of whom may experience significant challenges in their lives.
- Be able to build strong and effective relationships with neighbours, community groups and other residents, to ensure services and customers are integrated into the local community.
- Be able to present strong and confident arguments in support of your customers and undertake the preparation of thorough reports and communications to a professional standard.
- Initiate action and take ownership and responsibility to resolve issues at as early a stage as possible, and to be involved in managing complex and challenging situations. Solve complex problems and deliver effective solutions never losing sight of the impact you have on your customers.
- Have a good understanding of the strategies that underpin the delivery of the service and a strong commitment to and understanding of your role in delivering it. Be able to build strong and effective relationships with a wide range of other services, professionals, voluntary and private sector organisations, and businesses to ensure that customers have access to the help and support they need to improve their quality of life.
- Ensure that a wide range of alternative ways to access information and services, such as digital services, are encouraged where appropriate.
- Present yourself and the service appropriately and effectively in a range of different circumstances with other customers, internal and external services, support agencies, elected members and other professionals.
- Be the main decision maker on a day to day basis in your area of responsibility taking account of all relevant factors.
- Ensure your decisions are in the interests of your customer, the service you work for and comply with legislation and the regulatory framework within which you work.
- Know when to seek support and advice from colleagues and line managers.
- Decide on issues relating to health and safety, including risk assessments for personal safety and that of others.
- Take responsibility and ownership of the decisions you make, including the assessment of risk and mitigation, and ensure that data, records and audit trails are kept of those decisions and meet the Council's standards of regulatory compliance.
- Balance the needs and life experiences of your customers, with the needs of the local community and the legislative and policy requirements placed upon your service.
- The Housing Supervisor must have or have ability to achieve SVQ Level 3/HNC and PDA in Health and Social Care or equivalent. .
- Implement appropriate outcomes following risk assessments and take responsibility for consequent actions including possible withdrawal of accommodation to clients. Demonstrable verbal, writing and other communication skills in the context of services to customers and partnership working.
- Personal organisation and analytical skills in the context of solving complex problems and prioritising competing demands.
- Knowledge of housing and related responsibilities of the Council and the services available for your customers in meeting these responsibilities.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Ability to work in challenging environments and with anxious and distressed service users who may be experiencing trauma.
- Ability to take appropriate decisions in emergency situations (i.e. evacuation of hostel, first aid provision).
- Assessment of risk when carrying out home visits to clients, to ensure appropriate control measures are in place and act accordingly to protect staff and others who enter the client's home. Requirement to go out on site on a regular basis to visit tenants/properties and challenging environments where hygiene, infestation, litter, dirt, bodily fluids, used needles and waste may be issues. May be required

to work out-with normal working hours including evenings and weekends and participate in the delivery of services at times that meet the needs and circumstances of our customers.

- Will be expected to be visible in the community and to customers with extensive working in customers' homes and other relevant venues. Will be required to work on site and in customers' homes in accordance with lone working policies and procedures.
- Will have to deal with challenging client behaviour such as customers who use drugs or alcohol, customers with mental health issues, experiencing trauma and learning disabilities or others who are vulnerable. (95% of work time)
- Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

Will provide line management for between 6 and 12 grade 4 staff who may be shift workers. Ensure the quality of work meets all areas of National Care Standards and SSSC Codes of Practice. Exceptionally this may increase depending on service requirement. Staff may be out of the office for up to 80% of their work time depending on the nature of unit they are aligned to.

RESOURCES

Responsible for recommending and monitoring the use of small grants to local organisations and customers where appropriate.

Handle and store sensitive information and data in compliance with the Data Protection Act 1998, ensuring appropriate levels of information sharing where required.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).