

ROLE DESCRIPTION: Supported Housing Assistant		
<b>Reports to:</b> Supported Housing Services Team Manager	<b>Responsible for:</b> <ul style="list-style-type: none"> <li>- Delivering high quality, cost effective, customer focused services. –</li> <li>- Support the delivery of tenancy and estate management services for housing across Karbon geography.</li> </ul>	<ul style="list-style-type: none"> <li>- Provision of an holistic housing management service, build and maintain relationships with customers and sustain tenancies.</li> <li>- Support the delivery of the Group's Housing management and antisocial behaviour policies and procedures.</li> </ul>
<b>Role purpose:</b>		
<p>To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.</p> <p>To be accountable for delivering the highest possible standard of housing services, support and advice for the team.</p> <p>To identify opportunities for improvement and address any concerns, providing guidance/training/feedback to support service delivery.</p> <p>Act as a positive member of the Supported Housing team, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.</p>		
<b>Key responsibilities:</b>		
<b>Teamwork:</b>		

1. Contribute to the success of your team through the delivery of supported housing services, as a member of the Supported housing Team.
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values and culture.
4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.

#### **Delivery:**

5. Provide administration support to Housing team
6. Support the development and delivery of effective and high quality housing services to supported housing customers across Karbon geography in line with related housing strategies to ensure effective sustainment of tenancies and neighbourhoods.
7. Assist Housing Officers where required in estate management, Anti Social Behaviour cases, and allocation of properties alongside any other related administrative duties.
8. Liaise with the alarms and adaptations team to ensure customers receive the services they need and that information is accurate and up to date
9. Carry out home visits to customers in response to a range of housing management queries as required.
10. Promote tenant involvement and to encourage tenants to participate in decision making with respect to services to tenants.
11. To attend resident engagement events such as sheltered scheme meetings, local panels, as required.
12. Forge and maintain strong and effective partnerships including positive community engagement.
13. Develop and maintain effective working relationships with other internal teams such as specialist housing, community investment, community engagement, money matters, KPS and development
14. Respond to customers' queries regarding furniture packs and amend tenancy charges when required
15. Undertake administrative work for the wider team and services, including TV Licenses, rent adjustments and Furniture Packs
16. Assist with service improvements and developments as required

The above list is not exhaustive and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

#### **Organisation wide:**

17. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.

18. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
19. Ensure that services fully comply with all organisational policy and procedures.
20. Ensure that risks within the directorate's activities are identified, removed or minimised.
21. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
22. Responsible with the Management team for the effective utilisation of Group assets.
23. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
24. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Supported Housing Assistant is part of the Supported Housing Team. As with all Team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

## PERSON SPECIFICATION: Supported Housing Assistant

E = Essential D = Desirable

### Experience and qualifications: (examples below – amend or delete as appropriate)

- a. A strong record of demonstrable achievement in the delivery of supported housing services (D)
- b. Experience of working in partnership with stakeholders to deliver excellence (D)
- c. Experience of collaborating and working as part of an effective team (E)
- d. Experience of working with older and vulnerable customers (D)
- e. Good level of education or equivalent work experience (E)
- f. Evidence of continuing professional development (D)
- g. Full, clean driving licence and access to a vehicle (E)

### Knowledge:

- h. Knowledge of current issues in relation to supported housing services (D)
- i. Understanding of key issues facing social housing (D)

### Skills:

- j. Ability to use judgement and take responsibility of decision making (E)
- k. Ability to deliver services in line with service level agreements or service standards (E)
- l. Good level of written and interpersonal skills (E)
- m. Ability to use technology to work in a modern office environment (E)

### Attributes:

- n. Transparent and open, acting with integrity and able to build high levels of trust (E)
- o. Committed to diversity and inclusion (E)
- p. Champions innovation and encourages ideas (E)
- q. Resilient and able to work under pressure (E)
- r. Collaborative and inclusive (E)
- s. Support the development of, and actively role model and champion the Karbon vision, values and purpose (E)