

ROLE DESCRIPTION: Supported Housing Officer	
Reports to: Supported Housing Team Manager	Responsible for: - Delivering high quality, cost effective, customer focused services. - Delivering tenancy and estate management services for supported housing across Karbon geography. - Providing an effective and efficient service in order to achieve targets and KPI's. - Continually to help develop, support and deliver supported housing service provision in response to customer needs, policy and legislation.
Role purpose:	
To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate. To be accountable for delivering the highest possible standard of supported housing, support and advice for the team. To identify opportunities for improvement and address any concerns, providing guidance/training/feedback to support service delivery. 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.	
Key responsibilities:	
Teamwork:	
1. Contribute to the success of your team through the delivery of supported housing 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. Support the development of the supported housing service across Karbon Homes in line with related supported housing strategies.
6. To allocate supported and sheltered housing properties in accordance with Allocation Policy and Procedures, to liaise with support providers, Local Authority, Gateway teams and Social Services departments regarding referrals, arrange interviews with applicants to assess their housing requirements and take up all appropriate references.
7. To carry out accompanied viewings with customers, complete tenancy sign ups with all supported and sheltered housing customers and be the first point of contact for scheme coordinators
8. Work with the Property Service colleagues to ensure relet times are kept to a minimum, following the Voids Procedure, ensuring customers are kept informed.
9. Provide an effective housing management service to supported housing customers across the Karbon geography. This includes, void management, allocations, ASB and wider tenancy enforcement, and estate management and includes scheme and estate inspections.
10. Respond to all reports of anti-social behaviour and actively deal with low level incidents taking appropriate tenancy enforcement action. Support the Safer Community Team when dealing with high level anti-social behaviours as and when required, Seek to resolve disputes between and complaints about tenants.
11. Proactively manage tenancies to encourage tenancy sustainability. This will include regular customer visits, referrals to other Karbon services and liaison with external voluntary and statutory agencies.
12. Actively promote customer involvement and encourage customers to participate in decision making for service delivery.
13. Maintain effective working relationships with the general housing teams, community investment, community engagement teams, money matters, development and property services to ensure consistency in approach to housing management delivery and to identify opportunities for collaborative working, this includes providing advice and support to customers affected by welfare reform and benefit changes.
14. Liaise with the alarms and adaptations team to ensure customers receive the services they need and that information is accurate and up to date.
15. Develop and maintain effective working relationships with external parties such as the Police, Social Services and Local Authorities.
16. Using the relevant performance assessment framework for housing associations working with managing agents, carry out self-assessment questionnaires, monitoring visits, develop action plans and review the housing management performance of Karbon Homes' Managing Agents.
17. To represent Karbon Homes when requested in partnership with other agencies.

18. Assist with service improvements and developments where required.
19. Maximise income by ensuring the void Invoice and rent invoices are raised and are paid by managing agents, support providers and local authorities, including chasing up arrears.
20. Rent account management and payments to Support providers with regards to the Agent Service Charge and monitoring spend.
21. Attend necessary relevant meetings internally and externally which drive the service forward.
22. Liaise with Managing Agents and Support Providers to provide a supported housing model suitable for specific services and help set up new services where required.
23. To support the Managing Agents with any housing management functions
24. Liaise with the Managing Agents and Support providers to achieve actions and recommendations relating to fire risk assessments in a shared supported accommodation and continue the process until compliant with H&S Fire checks in schemes and projects.

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:

1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
3. Ensure that services fully comply with all organisational policy and procedures.
4. Ensure that risks within the directorate's activities are identified, removed or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Management team for the effective utilisation of Group assets.
7. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
8. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Supported Housing Officer 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 Officer	
E = Essential D = Desirable	
a. A strong record of excellent service delivery in Housing Services (E) b. Experience of working in partnership with stakeholders to deliver excellence (E) c. Experience of collaborating and working as part of an effective team (E) d. Track record of developing and sustaining effective partnerships (E) e. Relevant housing qualification, or equivalent work experience (E) f. Evidence of continuing professional development (D) g. Full, clean driving licence and access to a car (E) h. Experience of working effectively in communities (E)	
Knowledge:	
i. Knowledge of current and future challenges facing housing. (E) j. Comprehensive working knowledge of housing management services (E) k. Understanding of housing management practices and issues (E) l. Knowledge and understanding of welfare benefits (D)	
Skills:	
m. Ability to use judgement and take ownership of decision making. (E) n. Ability to demonstrate sound financial, numeracy and accounting skills (E) o. Ability to prioritise workload and work well under pressure to meet deadlines (E) p. Ability to interpret and analyse financial information and complex data (E) q. Ability to identify and manage risks and make sound judgements, whilst not being risk averse (E) r. Good level of written, presentation and interpersonal communication skills (E) s. Able to use technology to work in a modern office environment (E) t. Ability to work individually or as part of a team (E)	
Attributes:	
u. Transparent and open, acting with integrity and able to build high levels of trust (E) v. Committed to diversity and inclusion (E) w. Champions innovation and encourages ideas (E) x. Resilient and able to work under pressure (E) y. Collaborative and inclusive (E) z. Support the development of, and actively role model and champion the Karbon vision, values and purpose (E) - aa. Committed to excellence in service delivery (E)	