

## **Rock Foundation**

### **Job Description Supported Housing Manager**

**Report to:** Operations Manager and the CEO

**Responsible** for supported housing unit at Top House Farm, Grimsby Road, Caistor LN7 6RJ

The Housing Manager will closely liaise with all staff to meet business and service objectives, maintaining excellent working relationships

To effectively liaise with external individuals and organizations to maintain excellent customer service and a high standard of environmental conditions across the unit

To assist all staff and demonstrate flexibility and contribute to effective team work

To promote tenancy sustainment, community cohesion, social inclusion, diversity and equal opportunities through the delivery of housing services

To maintain an awareness and assist in the delivery of directorate strategic plans, divisional plans and directorate and corporate strategies

To make effective use of information and communications technology in service delivery

To ensure the maintenance of a healthy safe and secure working environment through ensuring compliance with health and safety requirements

To work out the rota for all staff members.

The Housing Manager will be responsible for maintaining appropriate relationships and partnerships within and beyond the Council

To understand and ensure compliance with relevant legislation in relation to council policy including data protection and confidentiality requirements

The Housing Manager will provide contact, advice and guidance to service users within the framework of the tenancy agreement in line with policies and procedures and its enforcement.

To manage and prioritise own workload to ensure the efficient running of the unit

The Housing Manager will be responsible for the management of tenancies from sign-up to termination including tenancy sign ups, post tenancy checks, and tenancy amendments and pre-termination checks

To identify, monitor and take necessary action against breaches of tenancy conditions including anti-social behaviour in accordance our tenancy agreement

To liaise with service providers to housing management and assist in monitoring service level agreements as required

To work closely with staff to provide advice and information about housing services including explaining policies and procedures

To ensure that service users enquiries are dealt with promptly and efficiently, to deal with compliments and complaints and to undertake any investigations and corrective actions as appropriate

To arrange and lead on estate 'walkabouts'/unit inspections along with residents and other stakeholders where appropriate

To promote and assist in the development of tenant involvement to increase accountability to the local community and empower residents to influence the decision making process

To undertake any other reasonable tasks as requested by the management team.