

JOB DESCRIPTION

Job Title	Housing Manager
Responsible to	Head of Operations
Responsible for	Housing Officers
Contract	Full time/permanent
Hours	35 hours/week including Manager On-Call Commitment
Salary	Up to £30,000 PA

Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people whose mental health has deteriorated and who need support with their housing. Quo Vadis Trust provides homes to over a hundred people in South East London. Our range of support both on and off the premises helps each individual client to maximize their independence.

Job Purpose

Responsible to the Head of Operations for the delivery of high quality, client focussed, enhanced housing management services to QVT clients, which are comprehensive, provide value for money and are in accordance with QVT's strategies and values. All the clients will require low to medium level support dependent on their differing levels of mental ill-health. This post covers all the boroughs within which QVT operates and will be based in one or more of QVT's supported accommodation services.

Duties and Responsibilities

Customer Service

Provide a courteous and polite customer service to QVT's clients, Service Users and Stake Holders, supporting them in the areas they have identified; dealing with their requests promptly and providing accurate, fair and unbiased advice as required.

Management of a group or cluster of services

Our work with clients is at the centre of everything we do at QVT. Housing Managers must;

- Ensure the Housing Officers provide an effective, efficient, responsive and customer focussed enhanced housing management service.
- Take initial responsibility for dealing with complaints from clients and all external stakeholders.

- Record and audit all complaints, compliments and incidents and report to Head of Operations. Undertake a regular trend analysis and report any concerns to Head of Operations
- Compile agreed standards for each scheme, consulting with clients during the compilation process. These standards will cover health & safety, cleanliness; client behaviour and engagement; maintenance, service charges, rent responsibilities, and any other areas that are identified between staff and clients.
- Ensure each scheme within the post holder's remit reaches the agreed standard in all identified areas and take all necessary actions to maintain these.
- Liaise with the Maintenance Team over all maintenance matters and particularly in relation to the void and re-let policy & procedures. Be proactive to ensure that all voids and turn over times are kept to a minimum to avoid unnecessary income loss.
- Ensure each scheme within the post holder's remit remains compliant with all the Health and Safety requirements and take responsibility for the timely and accurate reporting of any safeguarding issues.
- Organise and attend regular house meetings with the clients at least monthly and ensure that agenda items are identified prior to the meeting and that minutes are taken and distributed in a timely fashion.
- Ensure each scheme is audited at least twice a month for Health & Safety and Maintenance compliance and cleanliness.
- Ensure audit trails are timely and available for inspection when required by senior colleagues.
- Ensure monthly spot checks of all services are performed and reported back to the Head of Operations.
- Ensure all clients are receiving regular key working sessions and Risk Assessments.
- Ensure all clients are working towards SMART goals that aid recovery and encourage independence.
- Manage InForm database ensuring it is kept up to date.

Line Management of Housing Officers

- Work in conjunction with the Head of Operations and the HR department in the following areas relating to the staff for whom the post holder has responsibility: Recruitment and induction, Training, Supervision, Annual appraisals, Performance issues, grievances and disciplinarians.
- Hold regular (at least monthly) supervision meetings with each of the Housing Officers that you will line manage.

- Hold annual appraisals with the staff, under the guidance of the Head of Operations and the HR department.
- Hold staff team meetings at least monthly and ensure that agenda items are identified prior to the meeting and that minutes are taken and distributed in a timely fashion.
- Participate in the Manager-On-Call rota and maintain detailed reports for audit purpose.
- Manage scheme-based rotas and arrange relief cover where necessary, either with the use of bank staff, or by covering a shift/shifts in an emergency situation.
- Manage staff team appropriately by ensuring that annual leave is taken regularly and that no more than one team member is on annual leave at a time
- Plan rotas ensuring adequate staff cover for each scheme.
- Be prepared to cover the role of Housing Officer at a scheme when staff member is absent.

External Agencies

- Represent Quo Vadis Trust to outside agencies to assist in the development and strengthening of partnerships; communicating the Trust's vision, values and strategic aims.
- Liaise with those external agencies that will help with achieving the clients' goals. These will include Lewisham Council, South London & Maudsley NHS Trust, other statutory and voluntary agencies and family & friends.
- Encourage and support client engagement with the community and foster alliances with community agencies.
- Maintain the highest level of professionalism at all times.

Budgetary control

Work with the Head of Operations in relation to identified areas of the service budgets. This will include:

- helping to identify areas to be included in the budget,
- monitoring expenditure and being prudent in relation to petty cash and personal expenses,
- and explaining any variances.

New Services

Work with your team, the Head of Operations, the Housing Department and other internal and external colleagues when bringing a new property into use.

Health and Safety

- Be responsible for ensuring that all staff adhere to lone working policies & procedures and that all personal safety equipment including alarms and mobile phones are always maintained and used effectively at all times.
- Ensure that all services are maintained to a high standard with regards to Health and Safety, cleanliness and that audit trails are readily available for inspection by the Head of Operations and other regulatory agencies.
- All employees must observe, comply and continually promote Quo Vadis Trust's policies and procedures for Health and Safety.

General

- Undertake any other tasks which might reasonably be requested by the Head of Operations

Equality, Diversity and Inclusion

All employees must observe, comply and continually promote QVT's Equality, Diversity and Inclusion Policy.

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION

Job title	Housing Manager
Department	Operations

Education, Qualifications and Training	Essential	Desirable	Method of assessment
Educated to A 'level of higher	✓		Application form Test
Specialist relevant training or experience		✓	Application form Interview
Experience			
Experience working with clients who live in supported accommodation	✓		Application form Interview
Experience working in the mental health sector	✓		Application form Interview
Demonstrable customer service experience	✓		Application form Interview
Experience of managing a team, rotas and a budget	✓		Application form Interview
Computer literate, with knowledge all Microsoft applications particularly word and excel	✓		Application form/test
Experience of managing a CRM database or similar		✓	Application form Interview
Service improvement experience		✓	Application form Interview
Skills/Abilities			
High standards of numeracy and literacy	✓		Application form/test
Excellent leadership and supervision skills, develops and communicates vision.	✓		Application form Interview
Awareness of current housing issues and tenancy sustainment		✓	Application form Interview

Knowledge of welfare benefits related to housing		✓	Application form Interview
Knowledge of rights and responsibilities of landlord and tenant		✓	Application form Interview
A creative but logical analytical approach to problem solving	✓		Application form Interview
Attention to detail, including documentation standards	✓		Application form Interview
Able to relate with clients, Service users and Stakeholders	✓		Application form Interview
Ability to represent QVT at external meetings and create sound working relationships with external stakeholders	✓		Application form Interview
Ability to work under pressure and to tight deadlines	✓		Application form Interview
Able to demonstrate a conscientious and dedicated attitude	✓		Application form Interview
Ability to work on own initiative and commitment to team working	✓		Application form Interview
Have a flexible, adaptable and proactive approach	✓		Interview
Other relevant criteria	✓		
Able to travel between sites, swiftly and easily	✓		Interview
Able to participate in Manager-On-Call rota and get to destinations easily and swiftly if necessary	✓		Interview
Effective staff management and problem-solving skills	✓		Application form Interview

Instruction

If more than the required number of applicants pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers with a disability meet the minimum shortlist score, they will automatically be invited to attend for interview, which may mean interviewing more than required number of candidates.