

JOB DESCRIPTION

Job Title: Housing Support Manager

Responsible to: Chief Executive

Responsible for: N/A

Job purpose

To deliver an enhanced housing offer and tenancy management service to ensure organisational compliance with legal requirements and duties for Housing with Care Landlords

To minimise voids to ensure financial sustainability by both

Principal Responsibilities

1. To ensure the effective and comprehensive day-to-day operation of Housing Management ensuring tenants receive appropriate support on a range of housing related issues including the signposting to specialist organisations.
2. To manage the allocation process ensuring that flats are allocated in accordance with agreed partnership arrangements with Newcastle City Council which helps support maximum occupancy at all times.
3. To ensure effective void management and adherence to tenancy obligation conditions and Housing Standards.
4. The completion of void reports and contributing to the preparation of reports presented to the board of Trustees.
5. To work closely with the Finance Manager in respect of debt management promptly chasing up outstanding tenants' payment where required.
6. Preparation of all housing management documents from Tenancy Terminations to new Tenancy Agreements, Annual Service Charge schedules, admitting new tenants, and maximise income through rental collection ensuring these meet the highest professional and legal standards.
7. Complete regular monitoring of rent accounts and liaison with specialist agencies regarding a range of issues associated with the role such as social services, housing benefit, support agencies and health services, and carers on site to ensure appropriate tenant support.

8. To encourage tenant engagement and landlord responsibilities through a range of interventions such as tenant meetings to help inform continuous improvement.
9. To provide appropriate advice and support to tenants to ensure that they can maximise their benefit entitlement with appropriate signposting for support where required.
10. To monitor and maintain a register of future applicants and completion of viewings and initial client inductions, in line with Newcastle City Council.
11. To attend internal / external meetings associated with the role whilst managing relationships social workers and commissioners ensuring a professional approach is adopted at all times.
12. Manage housing related complaints from tenants in a timely and professional manner in line with policy, ensuring where required these are escalated appropriately.
13. To promptly report tenant building repairs with the Estates Department, ensuring all repairs are completed in a timely manner and regular communication with the tenant is maintained.
14. To ensure that all paperwork associated with the role is completed in a timely and accurate manner in line with organisational policies and procedures.
15. To remain professionally up-to-date with legislation and any changes that will affect the provision of housing to ensure St Anthony's remain compliant with associated landlord duties.
16. To attend and contribute to senior manager meetings, including taking minutes, as and when required.
17. Adhere to safeguarding principles raising any concerns as appropriate in conjunction with your role.

This job description is a guide to the principal responsibilities of the role and is not intended to be an exhaustive list of duties. Therefore, it will always be subject to review in light of changes to the role and the work of the Company.