

## JOB DESCRIPTION

<b>Job Title</b>	Case Manager – Tenancy and Estates		
<b>Directorate</b>	HRA Housing		
<b>Reporting to</b>	Senior Housing Officer – Tenancy and Estates		
<b>Grade</b>	13		
<b>Evaluation ref:</b>	SCG1336	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>Tenancy and Estates Case Manager needs to be accessible to our customers and deal with all housing related enquiries from giving initial tenancy advice to managing complex cases, which involve providing comprehensive support to our vulnerable customers to ensure that they sustain their tenancies.</p> <p>All contact with our customers must be recorded accurately on the Open Housing System.</p> <p>The role involves dealing with vulnerable people on a regular basis and you must be experienced.</p> <p>To oversee the administration and management of social housing properties.</p> <p>With an overall responsibility of between 550 and 750 tenancies.</p> <p>You will need to ensure that housing policies and procedures are adhered to.</p> <p>This position requires strong interpersonal skills, knowledge of housing laws and regulations and the ability to manage a diverse range of responsibilities.</p>			
<b>Accountabilities</b>			
<b>Corporate Responsibilities</b>			
<p>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>			
<b>Advice and Information</b>			
<p>Provide advice and information in relation to tenancy and estate management, having knowledge of housing law, current legislation, and new initiatives.</p> <p>Understanding of tenancy and estates policies and procedures, looking to improve, lean and update where necessary. Ensuring safeguarding practices are adhered to and that the customer is at the heart of everything we do. If correct decisions are not made vulnerable people are at risk. Cases can be reviewed/audited by central government.</p>			

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Conduct tenant sign-ups and visit regularly to ensuring the right support is given at the right time to enable that tenancy to be successful and sustainable. Monitor against the tenancy obligations and address any breaches or issues. Provide consistent and strong messages when dealing with all aspects of low-level nuisance and anti-social behaviour; ensuring that you consult closely with the ASB Case Managers to explore that the behaviours of the perpetrators change.

### **Inspections and Tenancy/Compliance Checks/Health and Safety**

To inspect estates to ensure that health and safety issues are raised, and communal areas are kept in good order. Highlighting any other issues such trees and shrubs; uneven paths etc and reporting back to other teams for remedy. Conduct bi-monthly blocks and communal areas inspections to ensure that are sterile and report any health and safety/fire risks in communal areas and take the necessary actions to alleviate the risk or report the concerns to the relevant department. Conduct Annual Tenancy Checks to ascertain that current records are correct for the tenant and household; thoroughly inspecting the property and garden are being maintained in line with the tenancy agreement. Where problems are identified to work closely with agencies to help resolve to ensure that the tenancy continues to be sustained. Conduct inspections at the end of the tenancy (leaving well) to ensure that the property is returned in a good condition and that there are no outstanding issues on the return of keys. Address any health and safety risks that are highlighted by Assure app are acted upon in a timely manner. To work with other departments to ensure that compliance checks are correctly out in line with current regulations. Responsible for ensuring and reporting any health and safety concerns in and around the estates that you manage.

### **Stakeholder Engagement**

Provide good relationships with all our multi agency partners to ensure that our tenants receive the support that they may require. To signpost and refer cases to other teams internally i.e., Debt and Benefit Advisor. Support and consult with other areas of housing within the organisation. Be proactive within One Team Meetings (multi agency meetings) and participate with our Social Service colleagues by attending Children in Need or Team around the Child when required. To hold regular community skip day events where required, and to engage with customers in order to get buy into these events. You will work closely with tenants, other teams within the Landlord Services such as Sheltered, Income, Lettings, Compliance, Repairs, Capital Programme and Customer Services. As well as working alongside a range of multi-agency partners which include Social Services, Police, and range of voluntary organisations, etc.

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### Key Performance Areas

Provide a monthly report on your housing management activities. Ensure that complaints are address promptly in line with current procedures and draft responses are provided to your line manager. Ensure any Estates budget spend provides value for money for the customer and is correctly coded and authorised.

### Record Keeping

Maintain comprehensive housing records and follow procedures around their recording keeping.

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Good understanding of the social housing; with a strong emphasis in housing management	x	
Knowledge of working within Housing management, tenancy, and estates	x	
An awareness of the Data Protection Act		x
An awareness of Health and safety in a social housing setting.		x
An awareness of welfare benefits and welfare reform		x
<b>Experience</b>		
At least 2 years housing management experience in a similar setting with a registered provider.	x	
Experience of dealing with the general public and in particular vulnerable customers Experience of delivery of frontline customer services	x	
Experience of working in an administrative role	x	
Experience of recording and maintaining accurate statistical information.	x	
Experience of effectively triaging enquiries and signposting clients where appropriate		x



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<b>Qualifications / Registrations / Certifications</b>		
Minimum of 5 GCSEs at grades A to C (including English and Maths)	x	
Evidence of continuing development of professional skills e.g., through training qualification or experience.	x	
CIH Level 3 / 4 or can demonstrate that you are working towards it.		x
NVQ Level 4 or equivalent, or significant relevant experience within housing; local authority or registered provider		x
<b>Skills</b>		
Ability to deal with confidential and sensitive matters with a wide range and spectrum of people in varying circumstances.	x	
Excellent customer care and people skills and an ability to communicate well both face to face, by email and by telephone.	x	
Accuracy and attention to detail	x	
Good organisational and administrative skills	x	
Good keyboarding / word processing skills	x	
Good IT skills including the use of Microsoft Word, Excel, and Outlook as well as case management systems.	x	
Numerate		x
Ability to prioritise, manage own workload, and meet deadlines.		x
Ability to work as part of a team, be flexible, use own initiative and work with limited supervision.		x
<b>Working Conditions</b>		
To work from Moorland House Estate Office, on the Estates or in the locality. Working from home minimum of once or twice per week.		

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### Dimensions of the role

Manage approximately 550 to 750 properties depending on the area. To do this effectively to ensure a seamless service to our customers. To work remotely in your area, ensuring that you signpost your customers to the correct organisations when help and expert advice needed. To ensure that tenancy remain sustainable but to also recognise when there are serious breaches and legal action may be required. To work closely with colleagues within your service area when cover or additional support is needed.

### Working Arrangements

Participate in the Housing duty advice service which is available to clients who call into the office.

### Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: