

ROLE PROFILE

RIGHT JOB, RIGHT PERSON



To continuously improve supported housing services by:

- Coordinating and hosting 6 monthly reviews, annual reviews and partnership forums
- Working with the Neighbourhood Team to ensure supported housing projects are considered as part of the wider Neighbourhood Appraisals.
- Developing mechanisms to monitor the sustainability of supported housing and directing resources to areas of need.
- Working with other landlords, statutory and voluntary agencies, Charter Teams and Group Members to develop services for supported housing.
- Promoting financial inclusion initiatives.
- Developing void loss agreements with Local Authorities for new developments
- Liaising with development agents to influence the design of new developments and ensure a smooth handover of properties.
- Meeting the neighbouring community to discuss operational and planning matters
- Identifying improvements to the environment of supported housing and contributing to planned maintenance programmes.
- Undertaking/facilitating scheme inspections and co-ordinating action on identified issues
- Ensuring that schemes are compliant with health and safety and DDA requirements.

Occasional Duties

- Assisting with the duties of the Neighbourhood Manager (Retirement Living) during times of peak workload or absence. The primary role of the Neighbourhood Manager (Retirement Living) is to manage designated older persons housing schemes.

This is a broad outline of the duties which will flex in line with the needs of the service.

How this Job is done

The job requires the post holder to demonstrate commitment to a high standard of service delivery. Time will be spent in the communities in which Charter Housing Association operates and the workplace settings of both the Seren Group and the partnering supported housing providers. Occasional long distance travel to conferences and meetings will be required. An ability to work under pressure, to work occasional evenings and very occasionally at weekends is essential.

The main focus for the post relates to people with support needs, however, during periods of absence or extreme workloads the post holder must be able to assist with the duties of the Neighbourhood Manager (Retirement Living).

The post holder will be mindful of their own health and safety and that of others and will follow the Association's Health and Safety policies and procedures.

Charter Housing Association operates an Equal Opportunities Policy. The policy relates to both the people that the post holder will come in contact with and the spirit in which they will undertake their work. The Seren Group works with many people whose equality of opportunity has been limited not only because of their race, gender or sexual orientation but by their social exclusion. The means by which this can be redressed must inform the work.

The post is people centred and requires patience, flexibility and positive team working both within the department and the Association as a whole.

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The post holder should aim to empower and support the people in communities with whom they work but should be mindful of the policies and 'permissible powers' of Charter Housing Association and the constraints which these put upon the scope of their work.

This post requires a CRB check.

Our Values

Everyone employed by the Seren Group share the following values:

Fairness	We treat everyone equally whilst respecting uniqueness
Openness	We are honest and approachable
Ambition	We aim to be the best we can and deliver the results our customers want
Responsibility	We take ownership of our actions and are aware of the impact on others
Integrity	We believe in what we do and are true to ourselves and our customers
Respect	We treat people in a way which makes them feel valued

Who does this Job

Person Specification	Essential or Desirable	Evidence
Experience		
Experience of working in supported housing or general housing.	E	Application Form and Interview
Experience of working in partnership with external agencies.	E	Application Form and Interview
Experience of supervising and managing front line staff.	D	Application Form and Interview
Experience of working with customers.	E	Application Form and Interview
Experience of running management agreements or contracts.	E	Application Form and Interview
Experience of applying housing legislation to tenancy management.	D	Application Form and Interview
Experience of monitoring and data collection.	D	Application Form and Interview
Experience of developing and managing projects.	E	Application Form and Interview

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Person Specification	Essential or Desirable	Evidence
Skills & Abilities		
Good IT skills and knowledge of general office IT systems e.g. email, Word, Excel, presentation packages.	E	Application Form
Knowledge of project management software.	D	Application Form
Ability to research, collate information and prepare reports.	E	Interview
Ability to be constructive and develop creative ideas to solve problems.	E	Application Form and Interview
Ability to make appropriate decisions to achieve objectives.	E	Application Form and Interview
Ability to think clearly and convey thoughts and ideas clearly and concisely to customers and professionals.	E	Interview
Ability to communicate clearly and effectively both verbally and in writing tailored to the audience.	E	Interview
Ability to form constructive working relationships with colleagues and other agencies.	E	Application Form and Interview
Ability to work flexibly and proactively.	E	Application Form and Interview
Ability to work under pressure.	E	Application Form and Interview
Ability to empathise with others.	E	Interview
Knowledge and Understanding		
Knowledge of Housing Management law.	D	Application Form and Interview
Understanding of factors facing supported housing providers and supported housing tenants.	E	Interview
Education and Training		
A good standard of education and able to demonstrate literacy and numeracy.	E	Application form and certificates.
Driving Licence	E	Application form and sight of licence

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Our Core Skills and Competencies

Everyone employed by the Seren Group have the following core skills and competencies:

Core Skills & Behaviours	Be Customer Focused Be Results Focused Be a Team Player Be a Communicator Be Safety Conscious Be a Solution Finder Be Efficient Be a Role Model
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In addition, members of our More than Managing group and our Leadership group have the following competencies:

More than Managing	Be a Change Manager Be a Developer of People Be Commercially Aware Be a Business Partner
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In addition, members of our Leadership group have the following competency:

Leaders	Be Strategic
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