

**Manchester City Council
Role Profile**

**Housing Management Officer, Grade 5
Homelessness Service, Children and Families Directorate
Reports to: Homelessness Lead Officer**

Job Family: People Care and Support Direct

Key Role Descriptors:

The role holder will adopt a person-centred approach and will co-ordinate and develop plans to increase independence and raise aspirations for service users.

The role holder will carry out assessments to determine service users' needs and provide appropriate support to ensure that outcomes are achieved within required timescales.

The role holder will work collaboratively with partner agencies and stakeholders to ensure that service users are able to access community and national services to achieve their identified outcomes.

Key Role Accountabilities:

Provide intensive support for customers with complex support needs offering holistic support plans that agree individual targets and work towards the achievement of longer term solutions and aspirations.

Assist customers to identify realistic goals, by providing choice and developing actions, ensuring full commitment and agreement from all parties to ensure the achievement of identified targets.

Adopt a flexible and personalised approach when working with service users and their families to enable the development of confidence and resilience and to help service users achieve independence and control of their own lives.

Maintain accurate, up to date records and collect data and information to evidence performance around service delivery to ensure achievement of internal and external targets.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.



MANCHESTER
CITY COUNCIL

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Housing Management Team works to ensure households placed in dispersed temporary accommodation by the Local Authority are safe and secure.

The role holder will ensure tenants are signed up to dispersed temporary accommodation, working closely with the Allocations Service. The role holder will be required to complete all of the necessary documentation including Tenancy Agreements and Housing Benefit/Universal Credit claims.

Homeless people and applicants may present with complex issues and may be vulnerable. The role can be challenging and demanding, as the work will include working with issues relating to drugs, alcohol, mental health and physical health problems. The team works closely with other services to ensure the best outcomes for the client group.

The role holder will be responsible for all aspects of the offering and acceptance of homeless households into temporary accommodation, ensuring accommodation offered is suitable and discharges homelessness duties in a timely and cost effective manner.

The role holder will establish and maintain effective relationships with service users and stakeholders, liaising with them to ensure successful outcomes and that the service responds appropriately to the needs of its users.

The role holder will inspect properties to the required standard, liaise with providers, landlords and tenants where needed to ensure that tenancies are sustainable.

The role holder will ensure rental income is maximised and appropriate action taken where this falls short of the required standard. This will require liaising with Support Workers, Homeless Lead Officer and Team Leader for the Housing Management Team.

The role holder will ensure all households are safeguarded and take the necessary actions where appropriate.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communication Skills:** Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- **Planning and Organising Skills:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Problem Solving and Decision Making Skills:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution. Ability to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgment in escalating issue where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Administrative Skills:** Good level of literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **IT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

Technical Requirements (Role Specific)

- Must consent to and apply for an enhanced DBS check
- Must consent to and apply for a BPSS check.