

FUSION HOUSING – Job Description

Job Title	Supported Housing Officer
Department	HOMEs Team
Location	Dewsbury
Responsible to	Fusion HOMEs Team Leader
Hours	37 hours per week

Main Objectives

To ensure that Fusion HOMEs operates a successful accommodation scheme with intensive housing management support.

Key relationships	<p>External: Customers, welfare benefits and advice/support agencies, Department for Work and Pensions, Prison and Probation Service, local authorities, housing providers.</p> <p>Internal: HOMEs, Business Support, Initial Contact & Better Outcomes teams.</p>
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Key Responsibilities and Duties

1. To provide intensive housing management services to clients who are occupying Fusion HOMEs accommodation.
2. To assess applicants regarding their suitability for Fusion HOMEs accommodation, including carrying out background checks.
3. To help identify suitable properties for applicants and help them move in.
4. To help clients find and move into suitable permanent housing once they no longer need Fusion HOMEs managed accommodation, using support plans.

Housing Management

1. Ensure that there is regular liaison with property owners and other housing providers to help facilitate an appropriate supply of housing for Fusion's clients.
2. Operate a fair allocation system for managed tenancies which also minimizes known risks.
3. Ensure that rent/service charge due is collected from all clients and that action plans are put in place where clients fall into arrears. Monitor accounts on a weekly basis.
4. Provide intensive housing management services to Fusion's clients as required.
5. Ensure there are risk management procedures in place in relation to both clients and property and that these are adhered to.
6. Report all repairs in a timely manner and monitor their progress.
7. Ensure void properties are kept to a minimum and timescales adhered to as per the Fusion HOMEs Lettings Policy.
8. Ensure that all properties associated with Fusion HOMEs schemes are adequately inspected and action taken where they do not meet the required standard.
9. Carry out and record full inventories and tenancy/licence sign up of properties.
10. Ensure that all relevant applications for welfare benefits are in place.

11. Ensure that Fusion's HOMEs schemes are well publicised across the relevant West Yorkshire districts.
12. Facilitate the movement of Fusion HOMEs clients from property to property when appropriate.
13. Maintain a relevant and up to date knowledge of housing law and welfare rights with particular reference to vulnerable and homeless people.
14. Ensure that liaison with external agencies takes place as required.
15. Facilitate regular client drop in sessions at an agreed number of Fusion HOMEs properties.
16. Be available to work flexible hours, including occasional early evenings and weekends, if required.
17. Attend regular team and other meetings as required.
18. Have use of independent transport.

Customer Service

1. Ensure that clients are provided with the highest quality service and in line with contract requirements.
2. Ensure risk management procedures are followed in relation to both clients and property and are used correctly.
3. Ensure a commitment to client engagement is in place and every opportunity is taken to ensure the client voice influences service delivery.
4. Responsibility for dealing with initial complaints and providing information for the HOMEs Team Leader, Service Manager and/or Head of HOMEs to consider appeals with regard to Managed Tenancies.

Organisational Responsibilities

1. **Policies and Procedures**
 - 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office Manual and to adhere to them.
 - 1.2 To support and abide by the policies and practices of the organisation with regard to Equality, Diversity and Inclusion and play a key role in its successful implementation.
 - 1.3 To work within the Health and Safety and Fire regulations and to be familiar with relevant policies and procedures in relation to appliances, testing, fire drills and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
3. A commitment to safeguarding children and adults at risk.
4. To participate in strategic development of the organisation, internally and externally.
5. To attend and contribute to staff meetings and other relevant meetings.
6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
7. To work with the team in monitoring, evaluating and developing the services.
8. To participate in relevant training courses.
9. To complete all required information within Fusion Housing's Information System (FHIS) and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
10. To undertake any other duties as required by the Director.
11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.