

Job Title: Housing Officer

Date

Service Area: Neighbourhoods– (including targeted support)

Version 2

ADDITIONAL DUTIES TO JOB DESCRIPTION

In addition to the duties and responsibilities specified in the **Housing Officer** job description, the duties below relate specifically to the area of **Neighbourhoods:-**

- Attend and contribute to multi agency meetings and plans for example; Case conferences, Looked after Children and Children in Need reviews, professional meetings and core groups ensuring housing needs are considered, providing information where needed.
- Act as Lead Professional working with a family or individual when the Housing Officer is the most appropriate person to undertake this role in early help cases.
- Work with tenants from the point of offers of tenancy until the end of the tenancy and will work collaboratively with a range of other teams and specialists to ensure a high quality effective housing management service.
- Undertake accompanied viewings and sign up of new tenancies in order to meet housing need and maximise income.
- Process any tenancy changes such as: mutual exchange, joint to sole, succession etc
- Carry out routine tenancy or estate management visits when required including welfare checks, accompanied viewings, pre-transfer visits, new tenancy visits and annual home visits and undertake any follow up action necessary.
- Work closely with Estate Caretakers to ensure the environment on estates is clean and well managed.
- Carry out pre-termination inspections in line with the Empty Homes procedures, and identify abandoned property and take appropriate action to investigate and recover possession where required.
- Deliver a high quality holistic housing management service and be the “go to” person within the community, acting as an advocate for both the community and for individual tenants and families.
- Deliver low level income management, ensuring every visit is used as an opportunity to discuss the tenant’s rent account.
- Have a key responsibility for ensuring that tenants abide by their tenancy agreement and undertake duties in line with managing anti-social behaviour
- Working in partnership with other agencies, undertake targeted casework where individuals or families have been identified with multiple/complex needs that require an intensive support and intervention approach, for example as a result of mental health issues, self-neglect, hoarding etc..
- Provide advice and guidance to KNH colleagues in respect of their customers who may require additional /specialist support.

SPECIFIC QUALIFICATIONS OR TRAINING FOR THIS SERVICE AREA

- CIH level 3