



MANINPLACE
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Job Description.

Generic Housing Management Worker

Context.

Maninplace has been responding and supporting people who present as homeless or rough living in Telford for over 12 years. Our staffing team is committed to providing a safe environment that enables customers to develop their confidence, self-esteem and to help them reach their full potential. As a “Generic Housing Management Worker” you will be part of that dedicated team ensuring we provide a high quality service that reduces the risk of a return to homelessness for all who seek our assistance.

The successful candidate will be flexible, self-motivated and able to turn their hand to all aspects of the role, all while bringing a strong contribution to the organisation. Every aspect of the role will maintain a person centred approach that supports and coaches all customers. Your tenacious and resilient nature will ensure every task is completed to a high standard, and will promote the well-being and confidence of customers accommodated within Maninplace houses.

Hours of work.

36 hours per week. Working shifts will be between the operating hours of 0800 – 2130 as per rota, including a late shift in the week and alternate weekends.

Salary & benefits

£8.17 per hour (minimum £15,294 annual salary).

Access to the work based pension scheme with company contributions made after successful 3 month probationary period.

Mileage allowance of 17p per mile (upto 45p per mile can be reclaimed through HRMC tax relief at the end of each financial year).

Qualification & experience

Qualifications at level GCSE C or above in English, Maths and ICT. Experience in housing/supported housing. Full UK driving licence and use of own vehicle with business cover insurance is essential. Enhanced DBS Certificate required.

Responsible to.

Housing Management Services Manager

Location of work.

Working at various property locations throughout the borough of Telford and Wrekin.

Job Summary

- To be part of a team managing temporary and longer term accommodation units, providing safe and secure environments for customers to thrive and succeed.
- The delivery of responsive assistance to customers to enable them to achieve their accommodation goals, thus preventing a return to homelessness and rough sleeping.
- Working to assist customers to build their skills and confidence and sense of wellbeing, with the aim that customers will be able to live independently.
- Liaison with other services and agencies including Floating Support delivered through the Inspire “To Thrive Telford partnership”.
- Provide support to Homelessness and Housing Management Services during periods of staff sickness and annual leave, ensuring adequate cover is in place at all times.
- Working in a variety of properties ensuring a high standard of decoration, cleanliness and safety is in place at all times.
- Preparation of accommodation prior to letting, carrying out thorough cleaning and minor redecoration of rooms to a high standard.
- Be responsive to customer requests relating to their accommodation needs, and direct to support services where appropriate.

Duties & responsibilities.

Daily activities.

1. Provide assistance to customers outside of office hours. This will require operating from different sites across Telford.
2. Respond appropriately to the needs of vulnerable customers.
3. Provide security and monitor any anti-social behaviour to ensure a safe environment.
4. Carry out daily inspections of the properties to fulfil Health & Safety requirements to vulnerable customers.
5. Identify, record and carry out simple repairs and respond to emergency repairs where possible.
6. Ensure that all properties visited are clean and any hazards are dealt with.
7. Record meter readings and ensure any concerns are reported.
8. In conjunction with the Housing Management team, carry out weekly fire checks and ensure that fire safety and occupancy posters are in place and up to date.
9. Ensure that any rubbish found is removed and that recycling is carried in line with local authority guidelines.
10. Ensure accommodation is made ready for new guests following the departure of previous occupants. This will include minor decoration of walls, etc, if dirty or damaged, replacing broken furniture items with new and thorough cleaning of accommodation.
11. Liaison with neighbours to foster good community relations.
12. Record all customer interactions that occur throughout each shift.
13. Respond to telephone queries, referring to the On-Call manager as appropriate when working at emergency accommodation hostel.
14. Provide assistance to other staff members who are lone working.

Abilities required

- Demonstrate the ability to work calmly and professionally when under pressure.
- Be motivated and of a confident nature.
- Be very flexible in your work approach and your availability.
- Be able to manage your own workload with flexibility and efficiency.
- Excellent organisational and communication skills.

- Have basic DIY skills, i.e. preparation and painting abilities, and be able to construct flat packed furniture.
- Relate well to all sections of the community and be non-judgmental.
- Have an ability to approach things with a positive outlook. The objective is to find solutions, not to emphasis negatives.
- Have the ability to de-escalate potential disruptive situations, arguments or anti-social behaviour.
- Hold a full UK driving licence and have access to own vehicle covered for business use.
- Be educated to GCSE Level C standard.
- Be confident as a lone worker.
- Be Computer literate with experience of Microsoft Office software and good email communications skills.
- Have the ability to motivate others and negotiate positive outcomes when challenges arise.

Person specifications.

Skills & Experience	Essential	Desirable
1. Experience of basic DIY skills, i.e. preparation and painting, flat packed furniture construction.	X	
2. Experience of cleaning in a hotel or residential care setting	X	
3. A car owner and driver with full UK driving licence	X	
4. Have a knowledge of the borough of Telford and Wrekin.	X	
5. Able to work alone without direct supervision	X	
6. Able to use measured judgement and own initiative to deliver a high quality service.	X	
7. Able to follow organisational procedures.	X	
8. Have a basic understanding of the complex issues likely to be presented by vulnerable people. These may include mental and physical ill health, challenging behaviour including sexualised behaviour, drug and alcohol abuse, anti-social behaviour and criminal offending		X
9. A mature and non-judgmental attitude	X	
10. Able to negotiate and to communicate effectively, clearly, and concisely both verbally and in writing at all levels of the organisation and with external partners, customers and the general public	X	
11. Have the confidence to challenge appropriately and to make swift, reasoned decisions that fit within the policy and procedure framework of Maninplace.	X	
12. You will be culturally sensitive and understand equality and diversity	X	
13. Able to use Microsoft Office, Excel and Outlook.	X	
14. Experience of using CCTV systems.		X
15. Able to work flexibly over a 7 day week, including evenings and weekends.	X	
16. Have a proven track records of being self-motivated and flexible	X	
17. Understand the Health & Safety challenges of residential buildings	X	
18. To work effectively within the immediate and wider staff team.	X	
19. Demonstrate ability to work flexibly, independently, be self-motivated, non-judgementally and as a lone worker.	X	
20. Identify a commitment to working with Maninplace policies and procedures.	X	
21. Demonstrate experience of providing accommodation base activities.		X