



MANINPLACE
INNOVATE ACCOMMODATE MOTIVATE

HOUSING MANAGEMENT WORKER

JOB DESCRIPTION

What will the role be?

- To be part of a team managing emergency and temporary accommodation units, providing accommodation to people who become homeless or rough living in the Telford and Wrekin area.
- The delivery of responsive assistance to customers to enable them to achieve their accommodation goals, thus preventing a return to homelessness and rough sleeping.
- Ensuring the personal safety of customers and visitors.
- 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

What will my tasks be?

- Build positive relationships of mutual trust with customers
- Ensure that the relational dynamics within Maninplace houses are managed to the benefit of customers and the local neighbourhood
- Assist customers to manage their stay safely and responsibly
- Assist customers to maintain their accommodation to a clean and safe standard
- Assist customers to address and resolve personal challenges, including accessing responsive and planned support as necessary
- Assist customers to organise and attend appointments, e.g. GP, dentists, counselling
- Assist customers to manage their medication
- Complete simple maintenance tasks, such as lock changes, replacing light bulbs
- Review the impact of the assistance given, to ensure that the customer is moving towards their personal accommodation goals
- Complete administrative tasks on a daily basis, including updating customer information logs, completing accommodation sign-up packs and movement or termination forms, receipting monies received from customers and completing entries in the staff communication book
- Any other tasks requested by the Service Manager

How will you measure my success?

- The assistance provided by you has enabled customers to maintain their tenancies
- You have developed positive and inclusive relationships with customers
- You have positive relationships with team members and other staff
- The property is clean and well-maintained
- Administration and record-keeping is accurate and timely



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What are the operational details of the role?

This post is funded by Intensive Housing Management payments received from Telford & Wrekin Council.

This post is for 36 hours per week including evenings and weekends, and will be between the hours of 08:30 and 21:30.

The hourly rate is £7.86 (annual salary = £14,731).

Maninplace delivers services every day of the year and therefore this post operates on a shift rota covering 7 days of the week including mornings, afternoons and evenings.

Commencement of employment will be subject to a satisfactory check of the individual's Right to Work in the UK. Confirmation in post is subject to receipt of satisfactory references, a satisfactory Enhanced DBS check and successful completion of a 3-month probationary period.

This post will be located at various temporary accommodation units across Telford and Wrekin.

It is essential for the post-holder to have access to their own car insured for business use, and to have a full UK driving licence. Any points or convictions will need to be declared. Mileage will be paid for travel during working hours at the rate of 17p per mile. Advice will be offered to assist the claiming of up to 45p per mile through tax allowances at the end of each financial.

Access to government work based pension scheme will be given upon successful completion of a 3 month probation period.



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What skills do I need to do the job?

PERSON SPECIFICATION – HOUSING MANAGEMENT WORKER

Essential

GCSE English and Maths or equivalent qualification

Computer literacy and familiarity with Microsoft Word, Excel and Outlook

Full UK driving licence and access to own car insured for business use

Experience of working (including volunteering) in housing, social care, community work or support.

Experience of providing advice and guidance

Experience of basic administrative tasks and record-keeping

Positive, non-judgmental, mature outlook

Calm, non-confrontational demeanour

Effective communication skills, both verbal and written

Ability to work with vulnerable customers who may have disabilities or cultural sensitivities

Ability to communicate with and work alongside external agencies

Ability to work both independently and as a member of a team

Desirable

Qualification in Housing, Health, Social Care, Youth Work, security disciplines or similar

Qualification in ICT

Understanding of substance misuse, mental ill-health and the criminal justice system

A clear understanding of issues surrounding homelessness and 'non-statutory' status