

Job Title:	Enhanced Housing Officer	Job Category:	Care and Support
Department/Group:	Client Service	Job Code/Req#:	
Location:		Travel Required:	No
Level/Salary Range:	£27,352	Position Type:	Permanent 40 Hours
Reports To:	Team Leader	Date Posted:	
Responsible For:	Residents	Posting Expires:	
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: --		MAIL: Providence Row Housing Association 15A Kelsey Street, London, E2 6HD	
Benefits:			
<ul style="list-style-type: none"> • Pension Scheme – We offer a group stakeholder pension scheme with 3% employer's contribution, employee contribution is 5% • Holidays - Employees receive up to 22 days annual leave plus bank holidays rising with long service • Medical – we provide a "Cash Back" Scheme for a range of services such as dental, physio, chiropody, health& wellbeing • Training Programmes – We provide comprehensive training to our employees to enable them to grow in their career and achieve their professional aspirations. • Season Ticket Loans – We offer interest-free season ticket loans after successful probation • Life Assurance 			

Diversity Statement:

At PRHA, we believe strongly in inclusion across all demographics, for residents and staff alike: LGBTQ+, ethnicity, gender, age, and disabilities. We welcome and celebrate all individual differences, and embark on our journey to serve our community, with our community, together.

About PRHA:

Providence Row was founded in 1860, and provides and manages c.500 social homes across Tower Hamlets, Hackney and the City of London. We are committed to our East London roots and supporting residents suffering from a variety of trauma to live their best lives possible.

Job description:

As an Enhanced Housing Officer you will ensure single household rough sleepers, who have support needs and require extra enhanced housing management because of these needs, maintain their tenancy and remain safe.

Your responsibilities:

Enhanced Housing Management

1. Assist residents to access services necessary to maintain tenancies including arrears advice, benefits & money advice, licence/tenancy related paperwork
2. Assist residents to access repairs services including maintenance requests and reporting.
3. Work with residents from the point of letting through liaison with referral agencies
4. Explaining the occupancy agreement and assisting people to understand their rights and responsibilities in relation to it.
5. To provide pre- and post- sign up advice to tenants:
 - a Work with prospective tenants to ensure they are ready for sign up i.e. have all the documentation, accessing bank account, change of circumstances request, dual HB application etc.
 - b Ensure prospective tenants attends tenancy sign ups
 - c Carry out settling in visits to new tenants and regular ongoing visits
 - d Help with set up of utilities and other relevant services
6. Assist tenants with paying their rent to avoid them getting into rent arrears and being at risk of eviction
7. Dealing with nuisance issues including ASB, security and health and safety.

8. Carry out regular inspections and patrols of the property. Complete and report on necessary H&S building checks, fire alarm, equipment checks, and Resident's room checks.
9. Manage the database and physical H&S File collating and maintaining all evidence as per the H&S policy and procedures Assure Hygiene, COSHH, and PPE compliance in the service.
10. Conduct audits and complete ad-hoc reports as required.

Resident Advice

11. Support with developing tenancy management skills such as budgeting and paying bills etc. to the extent that it concerns their ability to maintain/develop independence in relation to their housing.
12. Contact residents on a regular basis to assist them with tenancy management issues including repairs, rent account, neighbour issues, safety and security.
13. Offering advice and guidance on keeping the property to a reasonable standard of hygiene.
14. Where necessary liaising with all relevant agencies, both statutory and voluntary, on the tenant's behalf to the extent that it concerns their ability to maintain/develop independence in relation to their housing.
15. To ensure tenants are safeguarded from abuse and safeguarding concerns are promptly reported to PRHA's safeguarding lead and to the local borough's safeguarding team in line with the organisation's procedures and the local borough's procedures.
16. Assistance to attend appointments e.g. Job Centre, housing, move-on to permanent accommodation

Office:

17. Petty Cash Management and collection.
18. Archiving of operational documents.
19. Manage posters and display screens.

Your background:

1. Experience working with people with additional needs, to maintain their tenancies including managing challenging behaviour.
2. Ability to demonstrate compliance of Client services & housing management functions of health and safety of the property, maintenance and voids control, are kept according to policy.
3. Ability to maintain the safety and security of the building, collate and document all compliance on database.

4. Ability to control building access, undertake external perimeter Health and safety checks and prevent and or resolve anti-social behaviour
5. Ability to manage residents rent/charges collection, arrears avoidance control, debt management.
6. Ability to assist tenants who have support needs and require an enhanced housing management input to successfully undertake sign ups and exit meetings
7. Knowledge and ability to support residents with maximising income by working with UC, DWP, Revenue and Benefits.
8. Ability to assist new service users to apply for welfare benefits, including housing benefit, UC and establish personal charge payments.
9. Ability to provide weekly/monthly/quarterly performance reports to your line Manager as specified.
10. Ability to oversee, follow up and report back on any repairs reported by staff and service users.
11. Ability to Work in partnership with residents' support workers, external agencies and internal departments.
12. Literate and numerate.
13. Organised and able to write reports.
14. Good with IT – will be using multiple systems
15. Knowledge and commitment to self-empowerment, equalities, diversity, and service improvement.
16. Ability to work within a 24/7 rota system, leading shifts when necessary.
17. Carry out other duties not specified here in relation to supporting residents and other staff as directed by the Line Manager.

Reviewed By:	Mary Kneafsey	Date:	31/10/2024
Approved By:		Date:	
Last Updated By:		Date/Time:	

Need more information?

Visit our website <https://prha.net/> for more information.