

bpha ROLE PROFILE



JOB TITLE:	Housing Officer (Complex Cases)
REPORTS TO:	Area Housing Manager (CCT)
POSITION LEVEL:	Operations – Technical / Specialist standard
JOB PURPOSE & ACCOUNTABILITIES:	<ol style="list-style-type: none"> 1. To be able to demonstrate that we put the customer at the heart of our services by building trust and using our expertise to support customer requests or provide an explanation where this is not possible. 2. To manage all Safeguarding and complex ASB cases to a high standard ensuring a strong customer focus is at all times. 3. To manage cases where greater focus and/or intervention is required 4. To liaise with colleagues and partners both internally and externally to ensure a consistent service is provided within the Home Team and bpha 5. To demonstrate bpha values and listen to our customers in order to improve the customer experience helping bpha to become a landlord of choice

KEY RESULT AREAS	MEASURES OF SUCCESS
To manage all safeguarding cases focusing on long term solutions. Ensuring that legislation is followed. Making necessary referrals and engaging with residents, partner agencies internally and externally where required. Cases managed in line with system processes and procedural timescales.	<ul style="list-style-type: none"> • Safeguarding concerns are monitored and triaged effectively. Where cases are not identified as safeguarding concerns these are transferred to the Generic Housing Officers for their information • Pro-active management of cases • Increasing customer satisfaction levels as monitored through internal and external customer satisfaction surveys • Improved residents' quality of life.

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	<ul style="list-style-type: none"> • Reduction in the number of tenancies ending as a result of tenancy breaches • Positive DA questionnaire feedback • Pro-active and positive collaborative work with Generic Housing Officers • Positive outcomes as a result of effective collaborative multi-agency meetings and fair case management • Attendance at local area Domestic Abuse Conferences • Attendance of all relevant professional meetings such as Section 42, Child in need etc
<p>To manage complex cases of antisocial behaviour focusing on long term solutions. Ensuring that legislation is followed. Making necessary referrals and engaging with residents, partner agencies internally and externally where required.</p> <p>Cases managed in line with system processes and procedural timescales.</p>	<ul style="list-style-type: none"> • Pro-active management of cases • Increasing customer satisfaction levels as monitored through internal and external customer satisfaction surveys • Improved residents' quality of life. • Pro-active and positive collaborative work with Generic Housing Officers • Reduction in the number of tenancies ending as a result of tenancy breaches. • Positive outcomes as a result of effective collaborative multi-agency meetings and fair case management • Successful outcomes from court attendances providing resolutions where necessary
<p>Working alongside the Generic Housing Officers work collaboratively to manage associated housing services proactively and provide a service that lives up to our values and has the customer at the heart of our service. Housing Officers (CCT and generic) are expected to provide a consistent service showing empathy. Carry out necessary referrals and signposting,</p>	<ul style="list-style-type: none"> • bpha values reflected in our management of tenancies and in engagement with other professionals • Positive outcomes for the customer • Excellent collaborative working with Generic Housing Officers ensuring a seamless service • Service provided in a consistent manner.

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considering the specific needs of the customer to support them to maintain their tenancy.	<ul style="list-style-type: none"> • Housing Officer's (CCT and generic) manage their cases confidently through being upskilled to eradicate unnecessary barriers and provide prompt resolutions • Case management meets our standards • Working holistically to the benefit of our customers • Identifying opportunities to improve the services offered by the CCT team
To build and maintain positive working relationships both internally and externally to ensure customers receive appropriate services from bpha. External partners include (but not restricted to) the police, local authorities, statutory services, and charities.	<ul style="list-style-type: none"> • Improved customer satisfaction • Tenancy failure reduced • Increased engagement with customers to receive feedback and keep them up to date with issues impacting their home or community • Active participation at multi agency forums, including organising when required • Working to SLA e.g., local lettings plan
Work closely with the generic Housing Officers, other teams, and service providers in the homes team to provide a holistic, relevant and up to date housing service for our customers	<ul style="list-style-type: none"> • Provide a seamless service to our customers which considers community engagement, money advice and tenancy sustainability. • Deliver consistent outcomes in our service • Using own initiative to keep up to date with legislation changes.
To support customers, working alongside the generic Housing Officers, with their housing options so they can make informed choices about their tenancy.	<ul style="list-style-type: none"> • Suitable referrals to other housing providers, our internal Managed Move initiative and other suitable housing options such as home swapper or home ownership • Tenancies downsized to support tenant's financial situation. • Promoting best use of stock

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	<ul style="list-style-type: none"> • Where there is overlap with the GHO on case management, working with them to see a reduction in rent arrears as a result of financial strain and changes in legislation • Improved residents' quality of life
To support the AHM (CCT) alongside the Service Improvement team to manage customer complaints/concerns/queries ensuring that they are responded to appropriately and taking responsibility to implement improvements to services as a result from lessons learned.	<ul style="list-style-type: none"> • bpha values reflected in our management of complaints/queries/concerns • Areas of improvement referred to appropriate team/department
To work with the Senior Housing Officer Home Ownership to support with the resolving of tenancy/lease issues relating to cases being managed by the Housing Officers (CCT) to ensure the longevity and sustainability of tenancies or shared ownership lease agreements. Working closely with the Tenancy Sustainment Service, local partner agencies and communities.	<ul style="list-style-type: none"> • Reduction in the number of tenancies ending as a result of tenancy breaches. • Improved residents' quality of life. • Pro-active management of cases • Increasing customer satisfaction levels as monitored through internal and external customer satisfaction surveys • Positive outcomes as a result of effective collaborative multi-agency meetings and fair case management • Dealing with complex tenancy/lease queries where applicable, through collaboration with the Senior Housing Officer Home Ownership and Tenancy Sustainment team, quickly and efficiently and knowing when to refer to other agencies as a partnership approach is required to address issues.
To deputise for the Area Housing Manager (CCT) for leave or absence or as required.	<ul style="list-style-type: none"> • To deputise as when requested.
To undertake any other reasonable duties as required that are commensurate with the role.	<ul style="list-style-type: none"> • Achieving agreed objectives monitored in 1-1's and appraisals

PERSON REQUIREMENTS – state if ESSENTIAL (E) or DESIRABLE (D):

Must have own car and have full access to it during working hours (E)

Means to travel across all bpha sites including Bedfordshire and the Oxfordshire / Cambridgeshire corridor (E)

Key Skills and Attributes

- Excellent customer service skills putting the customer at the heart of what we do (E).
- Exceptional problem-solving skills and decision-making capabilities (E).
- Clear and effective communicator, able to convey complex information to customers and key stakeholders (E)
- Negotiation and influencing skills (E).
- Initiative to make difficult decisions (E)
- Excellent communication skills, both written and verbal and to a range of audiences (E).
- Ability to manage own diary and reprioritise reactively when necessary (E).
- IT literate and ability to adapt to new software (E)
- Ability to input data into systems accurately (E).
- Ability to work with minimal supervision(E)
- Highly organised and good attention to detail with a right first-time attitude (E)
- The ability to work within an ever-changing environment (E).
- Approachable with a positive outlook (E).
- Ability to work in isolation away from colleagues (E).
- Experience of working in partnership with internal teams and external organisations to achieve shared goals(E)
- Capability to deal with confrontation (E).
- Ability to follow procedures and maintain, clear, concise records (E)
- Able to create rapport and build effective relationships quickly (E)
- Identify areas for process change to enhance customer experience (D)

Knowledge and Experience

- Experience of dealing with people in difficult, often stressful, crisis situations (D).
- Experience of tenancy and neighbourhood management (D).

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- Experience of dealing with complex ASB and Safeguarding cases (D)
- Knowledge of Housing and related legislation (E).
- Experience of using Microsoft Office applications (E).
- Experience of dealing with conflicting priorities (E)
- Experienced of working in a outstanding customer focussed service (E)

Qualifications or training required (or appropriate demonstrable experience)

- Good general level of education (E)
- CIH qualification or similar (D)

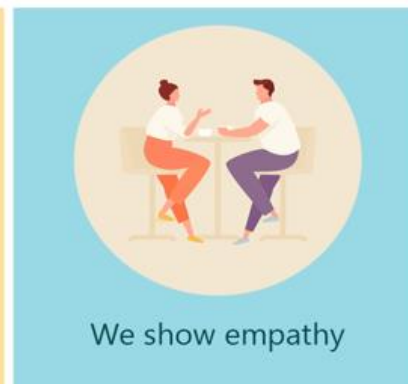
VALUES AND BEHAVIOURS:



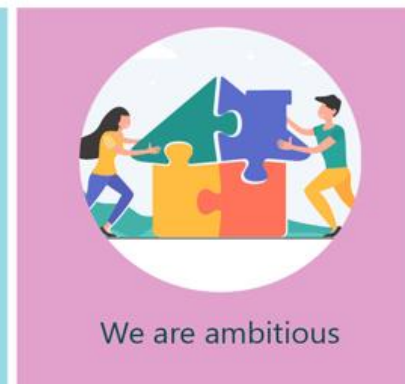
We take responsibility



We are better together



We show empathy



We are ambitious

We take responsibility

- We always do what we say, when we say we will
- We are accountable for what we do and sometimes, what we don't do
- We do the right thing not the easy thing

We are better together

- We are one bpha, committed to our shared goals and standards
- We achieve more with others, inside and outside bpha
- We value and draw strength from our diversity and differences

We show empathy

- We respect every colleague and customer
- We listen and make sure we understand
- We are considerate to each other and protect our environment

We are ambitious

- We learn, and with our customers find better ways
- We will make a positive difference for more people
- We are committed to excellence and being the best we can be

Special Requirements if appropriate for role:

Role profiles are a snapshot of requirements at the time of writing; content may change from time to time to ensure that roles continue to meet the changing needs of the business. Role profiles are reviewed yearly.

DATE LAST REVIEWED:

30.5.24