

Customer Support Case Manager

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 16,000 homes across 33 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our Values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

PARADIGM HOUSING GROUP LIMITED JOB DESCRIPTION

POST:

Customer Support Case-Manager

Direct reports: None

Regular contacts: Neighbourhood Housing Teams
 Rent Recovery Team
 Anti-Social Behaviour Team
 Customer Services Team
 Lettings & Allocations Team
 Disabled Facilities Officer
 Business Partners
 Resident Engagement Team
 Repairs Managers
 Communications Team
 Asset Management

Responsible to: Customer Support and Partnerships Manager

JOB PURPOSE:

To develop and provide a professional, proactive support and sign-posting service for Paradigm's customers to ensure that understanding vulnerability and providing support to customers when their resilience is reduced is embedded in everything we do.

To work within the Customer Support Team, to identify and implement a range of early intervention support, and initiatives to reduce the risk of tenancy failure and promote the successful management of tenancies.

To take the lead within the business on understanding and supporting customers with complex support needs and work closely with other customer facing teams within the business to execute an effective service to support customers to sustain their tenancies.

To work collaboratively with external organisations to facilitate, promote and provide a coordinated approach to deliver successful outcomes for customers within Paradigm.

To effectively and efficiently manage an active caseload of varying support needs referred by internal teams and external agencies.

KEY ACCOUNTABILITIES:

- To provide an effective high quality support service to customers who are experiencing vulnerability and who are less able to manage their own tenancies providing advice, casework support and signposting relating to employment / education & training, mental wellbeing, financial wellbeing, domestic abuse, hoarding, digital inclusion safeguarding and other vulnerabilities.
- Identify and address any immediate needs to ensure customer safety. Carried out thorough assessment and support plans, risk assessments and SMART action plans.
- Liaise with colleagues and voluntary and statutory agencies making referrals with reports and written evidence (where required) where there are concerns around poor mental / physical health or safeguarding concerns.
- To identify hoarding, and poor property condition positively engaging with customers to work towards de-cluttering of the home to reduce and eliminate the risk. This may involve collaborating with other members of staff or partner agencies to assist, setting realistic targets and monitoring and reviewing progress on a regular basis.
- To identify and tackle the root cause of hoarding making referrals to more specialist support (statutory and voluntary services) e.g. Social Services, Health Care Professionals, CMHT, Fire Service or Environmental Health.
- Acting as liaison with Rent Recovery, Lettings & Allocations, Customer & Neighbourhood and ASB Teams to ensure early intervention and preventative measures are implemented with a view to reducing the number of failed tenancies.
- To provide health and wellbeing advice and signposting and joint initiatives working in partnership with the NHS, Public Health and Social Services.
- To promote safety and independent living, making referrals for community equipment, simple aids for daily living and assistive technologies to enhance customers quality of life.
- To possess and maintain detailed knowledge of welfare benefits, housing and other relevant legislation; briefing colleagues and/or customers on relevant areas including the production of literature and reference materials.
- To provide training for staff, external agencies and customers in key customer support and sustainment areas.
- To encourage and promote a culture of customer empowerment and independence.
- To develop strong working relationships with community organisations and support and advice agencies across Paradigm's areas of operation.
- To work with internal and external teams to develop and deliver customer centered projects, campaigns and initiatives.

- To work with external organisations in order to secure grant funding and other financial support which benefits Paradigm's customers.
- To attend professional's liaison meetings with internal and external agencies and to co-ordinate and facilitate multi-agency meetings to address unmet support needs.
- To devise and implement targeted campaigns to promote financial inclusion utilising our customer profiling data to understand and identify trends, needs and priorities.
- To support the development of the Group's policies, procedures and standards, around financial and digital inclusion, mental health and the wider project of tenancy sustainment to minimise tenancy failure.
- Ensure that a Value for Money approach is adopted within areas of responsibility relating to casework support, projects and other associated areas.
- To carry out any other duties relevant to this post, as necessary or as requested by Management.

LEVEL OF AUTHORITY

- Present reports to wider Customer Directorate Teams.
- Make decisions and implement appropriate and consistent actions based on Paradigm's policies and procedures.

REQUIRED OUTCOMES OF POST

Success in this post will be measured by: -

- Increased customer satisfaction for areas of responsibility by measuring this through 360 feedback from colleagues and feedback from customers
- Increase the internal understanding of current key challenges by facilitating appropriate training of staff which will be measured through staff surveys, e-learning and questionnaires.
- Successful implementation of identified campaigns which promote a range of support and income enhancement opportunities easily accessible to all customers, which will be measured through the completion of the team's objectives and personal targets.
- Number of casework referrals resulting in tenancy being sustained.
- Reduction or proactive support provided to minimise the risk of failure.
- Gross annual financial gain to customers through supported welfare benefit claims and successful grants

- Number and effectiveness of multiagency projects/in-house initiatives
- Reduced number of failed tenancies as a result of rent arrears or other factors relating to customer vulnerability

PERSONS SPECIFICATION

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives this role requires the following:

- High level of expertise in the following service specialism area: relating to welfare benefits, housing, financial inclusion, physical and mental wellbeing, hoarding, employment advice, domestic abuse, safeguarding and other vulnerable customer groups **E**
- Extensive experience of managing complex caseloads **E**
- Excellent verbal and written communication skills including negotiation and mediation, maintaining accurate records and drafting routine reports **E**
- Ability to devise and deliver high quality training to peers, customers and external agencies **E**
- Proven track record in multi-agency working including delivery of effective projects and the ability to promote effective working relationships with all contacts. **E**
- Effective, cohesive and dedicated team player **E**
- Ability to deal with complex issues and to find pragmatic and common-sense solutions **E**
- Ability to make informed and timely decisions **E**
- Excellent time management and organizational skills **E**
- Previous experience of working in a customer driven environment **E**