

Job Description

Job Title	Housing and Tenancy Support Officer
Responsible to	Head of Service for Housing and Property Services
Location	Juno Women's Aid and Sirona Homes premises
Pay Scale	Juno Scale Point 20 - £28,340.00 FTE, pro rata applies which equates to £22,978.38 per annum
Hours of Work	30 hours per week with on-call responsibility on a rota basis
Date Revised	October 2024

This job description may change to reflect changing requirements of the role.

Job Summary

To manage and support tenants in Serenity dispersed refuge properties on behalf of Juno Women's Aid and Sirona Homes CIO. To support vulnerable tenants fleeing domestic violence and abuse to maintain tenancies and live independently.

Background

Juno Women's Aid has secured social investment and is in the process of purchasing a number of properties in Nottingham/shire. We are now establishing our Housing and Tenancy Support Service. As part of this new service, you will be instrumental in the setting up of processes and procedures to establish the service, including sourcing, viewing and monitoring properties, managing refurbishments, and arranging handovers with service users.

You will work with local partner agencies and services within Juno Women's Aid to match women and their children with available properties, provide support to those women to maintain tenancies and ensure the properties are maintained to a high standard.

You will focus on service delivery, maintenance of the properties, participate in your own supervision, training and continual professional development.

You will be instrumental in raising the profile of Juno Women's Aid, Sirona Homes CIO and in delivering a range of housing services for survivors of domestic violence and abuse (DVA) across Nottingham/shire.

1. Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

- To provide support to tenants to enable them to build capacity for independent living and recover from crises.

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- Provide a person-centred support service, undertake support plan at sign up for property considering safety and immediate needs.
- Use the Outcome Star Framework¹ to assist women to identify goals and support actions and to track progress.
- Facilitate appropriate signposting and specialist referral for tenants to other support services.
- Visit women in their homes to identify any tenancy management issues or additional support needs.
- Encourage tenants' attendance at support appointments and engagement with additional services at Juno Women's Aid.
- Support women to engage with the Housing Proactive System² and monitor their engagement with this.
- Ensure timely, clear and detailed records are kept regarding interaction with women.
- Obtaining and comparing quotes from contractors in line with our policies
- Meeting and interviewing potential suppliers, making recommendations about supplier and contractor allocation with reference to best value. Doing due diligence re risk on suppliers re performance re limitations on abilities to obtain quotes for refugees.
- Liaising with landlords and being aware of the detail of tenancy and licence agreements for Juno and people in service.
- Dealing with disputes between landlord/ suppliers/ Juno about responsibilities / costs/ procedures etc. gathering evidence, following different organisations' complaint procedures. Risk assessing pursuing complaints versus potential outcomes.
- Devise and implement a schedule for the routine upgrade and maintenance of equipment and properties
- Devise and implement a planned preventative maintenance plan for all properties as required.
- Devise and implement a project plan for new properties and the facilities elements of housing and property services.
- Produce health and safety risk assessments and procedures for housing and property services (training can be provided) for each property as required.
- Attend all relevant internal and external interagency meetings as required.
- Contribute to the use and development of Teler for outcomes monitoring.
- Ensure all appropriate monitoring information is maintained and available.
- Contribute to monthly progress report to Juno Women's Aid and Sirona Homes CIO meetings as required.
- There is a requirement to be part of the on-call service outside normal hours.
- Ensure health and safety requirements are met.
- Ensure high quality service provision to our service users.
- Any other duties commensurate with the post.

¹ <https://www.outcomesstar.org.uk/>

² <https://www.alertacall.com/housing-proactive/>

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2. General Duties

- At all times protect the safety and security of Juno Women's Aid, Sirona Homes CIO and service users, staff, volunteers, and all those in the work of Juno Women's Aid, Sirona Homes CIO premises and the confidentiality of records and other information;
- Uphold the right of women, children and young people who have experienced domestic violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;
- Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
- Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
- Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

3. Values, Behaviours & Competencies

- Committed to the purpose of Juno Women's Aid, Sirona Homes ensuring that the Survivor is at the heart of service delivery and development.
- Feminist and committed to fostering innovation and continuous improvement in working practice.
- Maintain the confidentiality of the service user, the property addresses, only releasing necessary information when appropriate.
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work.
- Non-judgemental with a commitment to self-care within the team.
- Collaborative, building relationships with internal and external partners.

4. Other:

1. This post is subject to completion of a six-month probationary period.
2. Must be mobile/able to visit sites and work across Juno Women's Aid, Sirona Homes, sites as required.
3. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

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Agreement to Job Description by candidate accepting the job offer:

In accepting the offer of employment by Juno Women's Aid, Sirona Homes, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
Date:	Start date:

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PERSON SPECIFICATION

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria

Experience	<ul style="list-style-type: none"> Professional qualification in a relevant property/housing management discipline OR relevant experience Experience of supported housing would be useful but is not essential. Experience of work in General Needs housing/tenancy management, combined with a desire and aptitude for helping people to maintain independence. Knowledge of the legal and regulatory framework of social housing and property/tenancy Knowledge and experience of working with local council housing authorities, and housing benefit claims. Experience of previously working in a DVA setting. A good understanding of trauma informed service delivery.
Knowledge and Understanding	<ul style="list-style-type: none"> A good understanding of the needs of, and barriers faced by marginalised and minority groups who have been affected by domestic violence. Knowledge of housing, welfare and policy relating to DVA. Sound knowledge of safeguarding adults and children. Knowledge and understanding of the rights of women, including those facing discrimination.
Skills and Abilities	<ul style="list-style-type: none"> Ability to work as a strong team player within the team. Demonstrable ability to develop productive and effective working relationships with partners in a wide range of agencies. The ability to effectively monitor and evaluate services using computerised and/or manual systems, including producing high quality reports. Ability to use Microsoft applications and housing management system Ability to work on one's own initiative, prioritise own work, and effectively meet deadlines. Ability to work sensitively and in a non-judgemental manner with vulnerable clients. Able to carry out property visits across the designated area
Qualifications	<ul style="list-style-type: none"> Housing Management qualification, training or a willingness and ability to attend this training is essential.
DBS	<ul style="list-style-type: none"> An enhanced DBS clearance is required for this role.