

Job title: **Housing Support Manager**

Line manager: **Area Manager**

Grade (if applicable):

Direct reports: **None**



Role purpose:

To provide a housing support and crisis intervention service to clients living in both Sheltered Schemes and Extra Care housing whilst ensuring the on-going sustainability of the individual's tenancy.

Key results:

- Manage the day to day running of all aspects of a quality Extra Care and Sheltered Housing Service by ensuring an excellent level of service is maintained.
- To provide a support service which is able to identify and meet the needs of residents whilst maintaining independence in order to promote tenancy sustainment.
- Work in partnership with service users, carers, partners, service/care providers and anyone from the wider community that is involved with the Extra Care/Sheltered Scheme to ensure best practice is delivered and maintained.
- Promote the integration of the tenant into the local community and provide opportunities by which they will be enabled to develop skills and have access to the widest possible range of experiences.
- To carry out core housing management tasks such as sign-ups, arrears/ASB management, reporting repairs using in house housing management tools and software.
- You will be totally committed to delivering excellent customer experience to customers – being easy, reliable and empathetic in the way you deal with customers, and colleagues.
- Play an active and key role in meeting your teams objectives through regular one to ones, team meetings and supportive team working.

Success metrics:

- Meeting service specific KPI's and performance measures
- Delivering on personal and team objectives
- Achieving a high level of positive customer feedback for the scheme
- Achieving evidence based positive outcomes for our customers
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure and quality standards;
- Become an active, supportive and positive part of a wider team, having our Values at the heart of everything we do.

About you:

- Personable, pro-active, professional and able to demonstrate full commitment to exceptional customer care and service in all activities.
- Knowledge of core housing management functions.
- An understanding of customer service in a service delivery setting.
- Self-aware and displays respect and empathy for customer needs and requirements.
- Works with colleagues to ensure a shared understanding of customer focused behaviours and to continuously improve own and Catalyst service to customers.
- Thorough and up to date knowledge of health and safety issues relating to the designated client group.
- Understanding of housing support needs of the designated client group and benefits of a flexible, outcome focussed and personalised support service whilst supporting people to help themselves.

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Signed off by: Caroline Seery

- Ability to manage customer expectations while at the same time ensuring that each interaction is a positive experience for the customer.
- Able to work in isolation.

This role is subject to an Enhanced DBS Check and will require a full driving license and access to a vehicle.