



Housing Support Team Lead Job description

Job title	Housing Support Team Lead – full-time 37 hours
Salary	£19,852 - £22,683
Reporting to	Services Manager
Responsible for	2 Housing Staff
Location	Sevenoaks

Purpose of the role

West Kent Mind provides a growing range of services with and on behalf of people with mental health needs. The purpose of this role is to provide a high quality housing management service to our 15 residents at our two supported housing schemes.

Key tasks

Lead the Housing Team to provide a responsive, effective, high quality, housing management service, to include:

- Liaising effectively with support staff in order that individual clients are able to maintain tenancies and move-on to independent living.
- Dealing with breaches of tenancy, including rent and service charge arrears, as agreed with the Services Manager and authorised by Southern Housing Association.
- Completing statistical returns as required by Southern Housing Association and Shaw Trust agreements.
- Supporting the Services Manager with supervision for Housing Support staff.

Provide one to one key working to six residents, to include:

- Agreeing support plan targets and motivating residents to work towards their goal to live independently.
- Prompting clients to complete their weekly housekeeping duties.
- Prompting clients to attend all necessary physical and mental health appointments.
- Supporting clients to register for local authority housing and assist with making bids.
- Supporting clients to apply for any benefits they may be entitled to including housing benefit, PIP or ESA/Universal Credit, making a claim for interim payments, appeals etc. as necessary in a timely manner.
- Assisting/signposting clients to access additional support from appropriate agencies.
- Providing emotional support when clients are in distress.

Administration:

- Keep all client files up to date and communicate with the whole team on a daily basis to ensure everyone is aware of clients' current needs or changes to their mental and physical health.
- Ensure that staff are monitoring rent arrears and taking appropriate preventative steps. Where necessary agreeing ways of paying off arrears through repayment agreements, direct debits, attachment of earnings etc.
- Follow procedures regarding breach of tenancy and Section 21 Notices. Ensuring a robust evidence base for any proceedings, and keeping the landlord informed.
- Deal promptly with all complaints about housing management services as outlined in West Kent Mind's Complaints Policy and Procedure.

Health & Safety:

- Ensure that all Health & Safety weekly, monthly, quarterly inspections are being carried out by staff and that all repairs are completed promptly and recorded.
- Ensure all general repairs and maintenance are reported and carried out as necessary.
- Ensure up to date Health & Safety training for staff.

Standards:

- Support the Services Manager to deliver the requirements and quality standards of our agreements with Southern Housing Association (the landlord) and Shaw Trust (the funders).

Person specification

All experience may be paid or voluntary, full or part-time, in the UK or overseas. West Kent Mind values different and creative ways of managing and supporting people.

- Minimum of 1 years' experience of housing support in one or more of the following settings: housing associations, local authority, or voluntary sector housing project.
- Excellent knowledge and understanding of the broad range of mental health problems from long term and severe problems to mild to moderate problems.
- Able to demonstrate a thorough understanding of the principles underlying a quality housing management service. Demonstrate a working knowledge of housing law and competency in tenancy management practice including voids and arrears management.
- Set quality standards and lead a team to meet them.
- Excellent people management skills, creative, innovative and able to motivate and inspire others.
- A good working knowledge of relevant statutory bodies, the welfare benefits system and housing legislation.
- To be able to communicate effectively with a wide range of people both verbally and in writing.
- IT literacy with the ability to use word processing, spreadsheets and email packages.

- Good organisational and administrative skills and the ability to maintain clear, accurate and full records.
- Ability to monitor and prioritise workload in order to achieve deadlines and targets.
- Car driver with access to a car.
- Experience of managing complex and difficult situations in relation to vulnerable clients
- Ability to work on your own initiative, seeking support when needed, and a good team player.
- Professional, enthusiastic and self-motivated with a commitment to the aims of West Kent Mind.
- Discretion and judgment when dealing with sensitive and/or confidential information.
- Flexible and adaptable.

Terms and conditions

Hours of work	37 hours per week
Salary	£19,852 - £22,683
Contract term	Fixed term for 2 years with high possibility of being extended

Holidays

23 days per year (calculated pro-rata for part-time employees) increasing by 1 day for each year of service, after completing one full year of employment, to a maximum of 30. Bank holidays are also calculated on a pro-rata basis, these are discretionary and do not form part of your contract of employment.

Pension

We operate a contributory pension scheme, which you will be auto-enrolled into (subject to the conditions of the scheme).

Probationary period

This is usually 3 months but may be extended for a period of no more than 12 months.

Employee Assistance

All staff have access to an Employee Assistance Programme. This is a 24 hour service available 365 days per year.

Closing date: 31 May 2019

Interviews: Week beginning 3 June 2019