



Job Description & Person Specification

Job Title: Intensive Housing Management Officer (IHMO)

Service: Operations

Reports to: Service Manager or Deputy Manager

Direct Reports: None

About The Role

An Intensive Housing Management Officer (IHMO) is responsible for supporting with a range of frontline care and support activities within the service, with a focus on delivering housing management duties with professionalism, customer focus, teamwork, and providing a responsive service. This role will be responsible for maintaining social contact and company to enhance personal safety, health, and security, sustainment of tenancy, and improving financial independence and economic wellbeing to support our residents and participants back into the community.

They will work in accordance with service specifications and agreements to provide a flexible service which is responsive, and inclusive to individual needs, underpinned by SIG's Theory of Change.

About the Post Holder

The post holder will be driven to provide high quality, effective and person-centred support to others. They will thrive when working as part of a team, be an effective communicator, and able to build long-term purposeful relationships with people from different backgrounds, respecting and embracing equality, diversity, and inclusion. They will embrace SIG's values and represent these in everything they do.

The post holder will be compassionate, supportive, and empowering to others, comfortable working in a fast-paced and constantly changing environment. They will have a nonjudgmental approach and support us in achieving our mission to empower people by building powerful partnerships and creative solutions that bridge gaps in provision and aid recovery, reablement, and resettlement.

Key Responsibilities

PROPERTY AND HOUSING MANAGEMENT

- Responsible for all aspects of tenancy management which includes but is not limited to, signing up new residents, providing licensing agreements, inductions, and occupancy management.
- Assist the management team in managing rent/charge collections, arrears, voids, and issuing warnings as necessary.
- Carry out regular occupancy checks.
- Support with creating a welcoming, psychologically informed home environment for residents, ensuring a continuous focus on safety, health, and wellbeing.
- Ensure the accommodation in which residents live is clean and maintained to a high standard, in line with SIG's property standards and meets all legal and statutory health and fire safety requirements to operate safely, effectively, and efficiently.
- Ensure all repairs and maintenance issues are correctly reported and managed through to completion.
- Provide a high-quality housing management service to residents in any capacity as required.

SERVICE DELIVERY

- Develop, participate in, and encourage residents/participants to participate in the running and development of various projects, enterprises, and activities.
- Ensure all residents/participants understand their rights and responsibilities, and have access to the right tools, resources, and networks to support them in achieving their goals.
- Provide advice, information, guidance, and life skills training to residents/participants as required.
- Support residents/participants to achieve their desired goals/outcomes in various ways this can include but is not limited to the contribution and development of support plans, risk assessments, reviews, case meetings.
- Ensure service responsibilities and requirements are carried out effectively. This includes but is not limited to welfare checks, risk assessments, support sessions, safeguarding checks, training and development, and other responsibilities required for effective service delivery.
- Empower residents/participants to make decisions to take control over their lives, by creating an enabling environment.
- Recognise signs of deteriorating mental health, physical health, or other health implications and initiate appropriate interventions to prevent crisis or other risks.
- Complete safeguarding and other referrals when required.
- Support named residents/participants with various individual needs as required.
- Work flexibility in working patterns and duties, responding to the needs of the service, team, and residents/participants.
- Administration duties will vary. This includes maintaining confidential records in a timely manner

and containing information in accordance with relevant statutory and organisational policies.

- Other duties may include but is not limited to; maintain clean and tidy environments, removing rubbish, reporting repairs, ordering supplies, and other general duties.

RISK MANAGEMENT, INFORMATION MANAGEMENT AND CASE RECORDING

- In line with SIG's Theory of Change, carry out strengths-based assessments of need and risk and deliver holistic support and risk management plans, enabling residents/participants to achieve their aspirations and keep themselves safe.
- Follow the relevant safeguarding, risk assessment and management procedures, record, and share any relevant information with partner agencies as appropriate.
- Ensure all case recording, and information is accurately recorded in a timely manner, ensuring electronic records are protected in line with GDPR, and kept up to date and written to a high standard.
- Ensuring a proactive approach to identifying and reporting community risks associated with our resident group and SIG-owned or managed properties.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capacity and level of the position.

Person Specification

Qualification and Experience:	Rating
Previous experience and knowledge within a supported housing management setting	Essential
Experience in rent collections	Desirable
Experience creating co-produced support plans and providing appropriate interventions for residents/participants and liaising with other professionals	Desirable
Experience in providing housing support and practical assistance within a residential or outreach support role	Desirable
Appropriate professional qualification: NVQ/Diploma Level 2 in Health & Social Care/Psychology/Community Justice or professional equivalent	Desirable
Previous experience in a similar organisation/industry/role	Desirable
Skills and Abilities	
Ability to use, learn and adapt to IT at an intermediate level, including Microsoft and other software programs.	Essential
Ability to work closely with and manage external contractors, and assess the quality of their work	Essential
Ability and willingness to show flexibility of working patterns, responding to the needs of the service and residents	Essential
Ability to promote the service and provide outreach-based provision, with an ability to liaise and work effectively in partnership with stakeholders	Essential
Understanding of the housing and social needs of people with multiple and complex needs	Essential
Understanding and/or practical knowledge of the social and societal marginalisation that can be attached to people with complex needs	Essential
Understanding of housing law, including excluded licenses and assured short hold tenancy management	Desirable
Understanding and/or practical application of key legislation regarding social care, housing, criminal justice, and mental health	Desirable
Personal Characteristics	
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Ability to influence and negotiate positive outcomes with others	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential
Alignment with SIG's core values, mission, and vision	Essential