

JOB DESCRIPTION

Job Title	Senior Housing Case Manager		
Directorate	Community Services		
Reporting to	Case Manager Lead – Tenancy and Estates		
Grade	12		
Evaluation Ref:	SCU1337	Job Family Ref:	RPG12
Role Purpose			
<p>To ensure the Tenancy and Estates team are effectively prioritising and managing caseloads of work and responding to housing related enquiries and actions. To ensure that all contact with our customer is recorded on the Open Housing System and appropriate advice and support provided to tenancy officers in addressing tenant issues, giving advice and personally taking on and managing more complex case work and complaints. Work closely with the Case Manager lead to ensure that policies and procedures are written and kept up to date and fit for purpose. Ensure learning and development of the team.</p>			
Responsibilities			
<p>Provide high level advice and information in relation to tenancy and estate management, having a good oversight of housing law; current legislation and new initiatives that are coming through. Understanding of tenancy and estates policies and procedures, looking to improve, lean and update where necessary. Ensuring relationships are maintained with all our multi agency partners. Ensuring safeguarding practices are adhered to and that the customers is at the heart of everything we do.</p> <p>Ensure team plans and schedules are in place for the delivery of the Estates and Tenancy team.</p> <p>Work closely with the Health and Safety team ensuring good practice is adhered to and any issues are correctly recorded.</p> <p>Work closely with the Compliance Team attending meetings and providing data promptly.</p> <p>Monitor the quality of work that the team are delivering and ensuring adequate control measures are placed to ensure that all areas are delivering an excellent customer experience. This will include spending time on the patches.</p> <p>To support the Case Management Lead with people management and tasking of work.</p> <p>To prepare and organise monthly meetings for the Tenancy and Estates team – ensuring that there is a balance of learning and opportunities whilst the team are together.</p>			

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Stage 1 complaints are prioritised and responded in line with current procedures. Ensuring contact with the customer; and the response is actioned in the correct timeframe. Embed any learning opportunities into procedures and team are aware.

Collate and analyse monthly data provided by the Team, updating spreadsheets, and providing Case Manager Lead with a report on outputs and issues. Carry out regular checks and ensure quality control checks are carried out to identify poor performance and training requirements.

Ensure the team are carrying safeguarding of tenants and others when required.

Deal with complex housing management cases and provide help and support to the team when required.

Ensuring good practice and learning is shared by the team. Ensuring that all new tenancies are monitored, and paperwork is stored correctly.

Knowledge and understanding of ASB issues, ensuring the team follow procedures and good practice when actioning cases.

Monitor tenancies through the termination period ensuring that the team take prompt action if necessary.

Knowledge and understanding of ASB issues, ensuring the team follow procedures and good practice when actioning cases.

Monitor that annual tenancy checks are being carried out and that the team have the right amount of support in place to carry out any actions that arise.

Assist the Case Manager Lead with the administrative aspects of managing the tenancy and estates cases. Provide comprehensive administrative support to the Tenancy and Estate Team, ensuring tenant enquires are actioned in a timely manner,

Ensure all the team maintain comprehensive housing records and ensure the Tenancy and Estates Team are following procedures around their recording keeping.

To provide the Case Management Lead with monthly key performance information in a timely manner. Provide statistical reports on behalf of the Tenancy and Estates team when required.

Ensure that the team provide a first point of contact for customers, partners and other agencies for the team via the telephone, face to face and email.

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Impact

Work with the Housing and Estates teams ensuring that keys tasks are delivered, such as estate inspections and block inspections. Tenancy management to include sign up, change of tenancy and ensuring tenancies are sustainable.

To ensure block inspections, estates inspections, skip events are planned 12 months in advance and that we have a duty rota service; available as back up to the Customer Champion.

We currently manage over 5,000 tenancies, with general needs. We have 8 Tenancy and Estate Case Managers and 1 Admin Case Manager, to ensure a seamless service to our customers and to re-task activities when dealing with sickness and holiday cover.

Knowledge / Experience / Skills

Knowledge	Essential	Desirable	
Good understanding of the social housing; with a strong emphasis in housing management	X		
An awareness of the Data Protection Act	X		
An awareness of Health and safety in a social housing setting.	X		
An awareness of welfare benefits and welfare reform	X		
An awareness of the role of Registered Providers and Supported Housing	X		
Experience of dealing with complaints and rolling out learning outcomes	X		
Knowledge of working within Housing management, tenancy, and estates		X	
Excellent customer care and people skills and an ability to communicate well, face to face, by email and by telephone.		X	
Ability to deal with confidential and sensitive matters with a wide range and spectrum of people in varying circumstances.		X	
Good organisational and administrative skills		X	
Good keyboarding / word processing skills		X	
Good IT skills including the use of Microsoft Word, Excel, and Outlook as well as case management systems.		X	
Accuracy and attention to detail		X	

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Numerate		X	
Ability to prioritise, manage own workload, and meet deadlines.		X	
Ability to work as part of a team, be flexible, use own initiative and work with limited supervision.		X	
Experience			
Experience of dealing with the general public and in particular vulnerable customers	X		
Experience of delivery of frontline customer services	X		
Experience of working in an administrative role	X		
Experience of recording and maintaining accurate statistical information	X		
Experience of effectively triaging enquiries and signposting clients where appropriate		X	
Experience of working within the housing sector		X	
Experience of computerised invoice/order systems		X	
Taking minutes at meetings		X	
Qualifications / Registrations / Certifications			
Minimum of 5 GCSEs at grades A to C (including English and Maths), NVQ Level 4 or equivalent, or significant relevant experience within housing; local authority or registered providers	X		
CIH Level 4 or can demonstrate that you are working towards it.	X		
Working Conditions			
To work from Moorland House Estate Office, on the Estates or in the locality. Working from home minimum of once or twice per week.			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Participate in the Housing duty advice service which is available to clients who call into the office.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction			



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with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.