**JOB DESCRIPTION**

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| **Job title** | Housing and Welfare Manager – Manchester  |
| **Sector/function** | Mental Health |
| **Department** | Operations |
| **Reports to** | Practice Lead |
| **Grade** |  |
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| **Job purpose** | The Greater Manchester Move-on Project (GMMoP) is a unique and innovative new service, commissioned as an initial 1-year pilot to enhance the lives of people with complex needs living in Manchester. As a Housing and Welfare Manager, you will have the opportunity to be part of a fast-paced, highly skilled multi-agency team which provides timebound interventions to a range of supported accommodation providers, enabling them to work more effectively with citizens with complex needs who may be at risk of placement breakdown or to support them in the next stage of their recovery journey to move on to more independent living environments. This role will focus primarily of working with a cohort of citizens who are ready to move-on, working with wider team colleagues to support them to identify and move into sustainable and suitable housing options and deploying the service’s cohort of navigators to ensure the aims and objectives of each citizen’s move-on plan are met. The successful post holder will also receive support from Turning Point’s in-house Property and Housing Team where specialist advice, guidance and support is needed.   |
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| **Key accountabilities** | Sourcing property | * Working with each citizen referred to develop a housing profile, balancing needs and preferences
* Provide sound housing-related advice and guidance to citizens and external providers around a range of housing-related options
* Work with the service’s Occupational Therapist where needed to contribute to the housing profile and identify any aids, adaptations and equipment needed
* Supporting citizens and providers to understand and engage with the local nominations, bidding and banding process
* Viewing properties for / with people if required
* Use a range of search engines and websites to source both private and public sector property options
* You may be required to manage a caseload of individuals as part of this role
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| Finances and benefits | * Working with citizens to identify the benefits that they are entitled to and areas where income could be optimised
* Supporting citizens to submit and manage relevant benefit claims, including a range of benefits streams such as universal credit and housing benefit
* Advising around any difficulties and contacting relevant teams and agencies, advocating for the citizen
* Supporting and signposting people to overcome difficulties in other areas related to finance, including deposits, community grants and affordable items
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| Addressing barriers | * Working with citizens to identify any barriers to move-on – this could include histories of eviction, ASB, rent arrears and personal debt
* Signposting and supporting citizens to address any barriers to move-on, including repayment plans
* Working with citizens to develop awareness around ASB and other behaviours which may endanger their tenancy, including any vulnerabilities to exploitation moving forward and developing strategies to avoid them
* Negotiating with landlords, providing historical context and evidence of reform
* Working with OTs to ensure their onwards living environments are manageable
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| Monitoring and evaluation  | * Contributing to the development of citizen-specific outcome measures around move-on
* Monitoring a range of data in relation to move-on, including average timescales, types of accommodation secured
* Evaluating and reporting on wider systemic problems
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|  | Partnerships | * Developing partnerships a range of statutory teams, including benefits offices and housing teams, supporting them to understand the aims of our services and develop any service levels agreements where needed
* Developing relationships with relevant VCSE and private agencies, services and teams to address wider barriers to move-on and map out referral routes
* Developing partnerships with a range of landlords, both private and public sector to maximise the available options for citizens
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|  | Resettlement | * Liaise with landlords ahead of or post move-on to ensure any issues with the property are addressed and that the property is secure, comfortable, clean and functional
* Provide a timebound period of follow-up advice and guidance for people who have moved on if this is needed
* Support citizens to understand their rental package, including theirs and their landlord’s responsibilities
* Supporting citizens to set up utility accounts and direct debits
* Support citizens to understand who they need to contact for a host of tenancy related issues moving forward and how
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| **Dimensions** | Direct reports | None  |
| Total staff overseen | None  |
| Internal contacts |  |
| External contacts |  |
| Planning outlook |  |
| Problems solved |  |
| Financial authority |  |

**PERSON SPECIFICATION**

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| **Job title** | Housing and Welfare Manager  |

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| **Personal effectiveness** | Essential | Desirable |
|  | * An excellent communicator with the ability to engage, motivate and inspire a diverse range of people, including colleagues and people supported
* Able to advocate clearly and assertively for citizens supported to a range of agencies in order to achieve outcomes
* Able to work holistically and draw upon the expertise of a range of partners
* Able to informally deploy and supervise in-house colleagues to achieve move-on outcomes
* Able to build relationships with people supported, manage their expectations, support them to take onboard advice and guidance whilst ensuring their wants, wishes and bests interests are at the forefront of all decision-making
* Has high standards for the people supported and is able to hold a range of agencies to account
* Has excellent problem solving skills
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| **Technical effectiveness** | Essential | Desirable |
|  | * Fluent written and spoken English
* Good written and oral communication skills
* Basic numeracy and literacy skills
* Experience of managing your own time
* Awareness of the limits of your own skills and ability to work within them
* Good IT skills
* Able to respect confidentiality even in difficult situations
* Able to identify and communicate risks
* Ability to work under pressure and meet deadlines
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| **Acquired experience & qualifications** | Essential | Desirable |
|  | * Experience of working in a property / housing related discipline
* In-depth knowledge of Housing Benefit rules and the applications process
* A working knowledge of property law especially, Landlord & Tenant matters and relevant standards such as the Decent Homes Standards
* Relevant experience in health and social care/or interest in the sector
* Ability to use Microsoft office applications to an intermediate standard
 | * Experience of working within an environment / organisation that is either charitable in nature or whose remit is concerned with working with vulnerable adults
* Knowledge of mental health and its impact on housing and tenancy sustainment
* Knowledge of the Greater Manchester Housing Sector
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| **Other requirements** | Essential | Desirable |
|  | * A flexible approach to work and the ability to travel to sites across Manchester when needed
* Able to maintain professional boundaries
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