

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Homes & Lettings Officer Complex Cases – 1 year fixed term contract
<b>LOCATION:</b>	Newlon House, Tottenham Hale N17 & Hybrid.
<b>SALARY:</b>	£33,934 per annum plus eligible to participate in the performance related pay scheme
<b>REPORTING TO:</b>	Homes & Lettings Manager
<b>RESPONSIBLE FOR:</b>	No Direct Reports

## **MAIN OBJECTIVES**

This is an exciting opportunity for an experienced officer to manage complex resident cases within the Homes and Lettings team. This is a new role, and it has been established to offer additional resource for managing complex cases with residents. The role is a point of expertise and co-ordination for residents who may need to access a variety of services at a particularly challenging time of their life. This may be, residents experiencing Domestic Abuse, vulnerable residents, and those where there are safeguarding concerns.

You will work with the Homes and Lettings Manager to help shape and strengthen the future of effective safeguarding systems and processes and work with colleagues across all areas of the business providing advice and support, build relationships with key stakeholders and attend multi agency meetings. You will also provide support for the homes and lettings team, assisting where needed with lettings and helping residents make a great start to their tenancies with us.

To be successful in this role it is expected that you will have an understanding of safeguarding legislation, excellent communication skills (both written and verbal). You will have strong organisational skills, enjoy working with people and be able to deliver services with kindness, empathy, and warmth.

Risk management will be a key part of the role both in terms of the risk for the residents as well as risk for Newlon.

### **The Role**

- Work towards the Trust Newlon goal of being easy to deal with, trusted and provide resolutions to our resident's service requests
- Working collaboratively with other teams and departments to achieve aims of Trust Newlon and deliver the highest standards of service to our residents
- To oversee complex casework involving safeguarding concerns and take appropriate steps to reduce risk for the residents and Newlon
- To oversee complex cases involving vulnerable residents, ensuring clear aims and objectives are in place for effective case management
- You will in an ambassador role, promoting the highest standards of resident service across Newlon
- The role and team are advocates for the resident, ensuring services are delivered with sensitivity, kindness, warmth and empathy
- The postholder may be expected to work some early mornings, evenings and weekends

## SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards, Outcomes and Behaviours
1	Complex Case Management – to be achieved through - proactive contact – follow up and documenting cases agreeing level of contact and having clear aims to achieve for each case	<ul style="list-style-type: none"> <li>• To work with residents to an agreed plan in order to achieve key aims &amp; objectives, this will reflect the regularity of contact and seek to reduce any risks identified</li> <li>• To take an individual approach to each case depending on the particular situation of the resident</li> <li>• Any statutory reporting is undertaken to agreed timeframes</li> <li>• To ensure contact is maintained at the agreed schedule and all contact is documented on Dynamics (Customer Relationship Management system)</li> <li>• To own and provide reports for specific complex casework streams notably Safeguarding referrals, and on-going Safeguarding and Domestic Abuse cases</li> </ul>
2	Engaging with external agencies	<ul style="list-style-type: none"> <li>• To develop links with local authorities as well as external support services and agencies for signposting</li> <li>• Be familiar with processes for referring residents to external agencies for support</li> <li>• To have a strong understanding of safeguarding referral processes for different local authorities</li> <li>• To represent Newlon at external liaison meetings such as MARAC meetings &amp; case conferences involving residents</li> <li>• To contribute to case reviews where requested, complete chronologies and develop action plans</li> </ul>
3	Lone working	<ul style="list-style-type: none"> <li>• Ensure all lone working procedures are followed</li> <li>• Having good Health and Safety knowledge</li> </ul>

4	Risk Assessment	<ul style="list-style-type: none"> <li>• Be able to assess risk for residents and take appropriate action in order to reduce this risk and acting in residents best interests</li> <li>• Be able to minimise any risk for Newlon through effective case management and where appropriate involvement of external agencies and liaison with other teams</li> <li>• Escalate cases where appropriate to management and make safeguarding referrals in line with policy</li> <li>• Maintain a comprehensive knowledge of relevant legislation including, but not limited Care Act 2014, Children's Act 1989/2004 and Equality Act 2010</li> </ul>
5	To support the effective working of the Housing Services Department	<ul style="list-style-type: none"> <li>• All activities must be carried out in line with corporate policies such as those relating to Health and Safety, Equality and Diversity, Data Protection, and the Environment</li> <li>• We expect active liaison, co-operation and collaboration with teams and individuals in the department and elsewhere in the organisation to ensure the effective delivery of services</li> <li>• The role will require working with the Homes and Lettings team to achieve the teams' overall objectives. It is expected that the post holder will assist with carrying out the day to day Homes and Lettings Officer duties</li> <li>• The support of all staff will be needed on an occasional basis for volume activities such as handovers, resident involvement activities, sign-ups, response to emergencies, response to mail-outs and phone answering</li> </ul>
6	Financial Awareness	<ul style="list-style-type: none"> <li>• Effective expenses planning in line with agreed procedures</li> <li>• Reducing costs and achieving value for money</li> <li>• Dealing with invoices as per procedure</li> </ul>
7	Deliver Business Plan & Trust Newlon objectives	<ul style="list-style-type: none"> <li>• Work towards the Trust Newlon goals of being easy to deal with, to be trusted and provide resolutions to our resident's service requests</li> </ul>

No job description can cover every issue which may arise and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.