**HOUSING MANAGEMENT SUPPORT WORKER**

**JOB DESCRIPTION**

**Purpose of role**

1. To provide support to tenants with complex issues, ensuring the Co-op responds quickly and effectively, especially where the issues are impacting on neighbours.
2. To represent the Co-op on issues relating to the communal spaces at William Blake House, ensuring the Co-op works effectively with residents and the other two managing co-ops to address issues quickly and prevents issues from arising in the future.

**Background**

ABC Southwark is a housing co-op managing 43 properties in south-east London on behalf of [Hexagon Housing Association](http://www.hexagon.org.uk/) and [Optivo](https://www.optivo.org.uk/). Our properties are almost entirely permanent. Most are street level, but we also manage one third of William Blake House, a scheme of 34 flats around an enclosed courtyard in Peckham. The Co-op is managed by its members, and a worker is employed (2 days per week) to carry out day-to-day administration and act as central point of contact.

We are now seeking to appoint additional paid resource to support tenants where there are complex issues such as anti-social behaviour, family issues, or entrenched rent arrears. This resource will also support action relating to the communal spaces at William Blake House. We want to improve our response and the support we offer, recognising that there are instances where voluntary action by co-op members is not enough, and ensuring that the Co-op is fulfilling its duties as a landlord.

**Tasks**

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| **Issue** | **Co-op Sub-Group** | **Housing Management Worker** |
| Anti-social behaviour  Neighbour disputes  Subletting | Membership and Allocations Group | Build relationship and trust with tenants.  Work with the M&A Group to review the set of standard & escalating letters drawing attention to tenancy agreement requirements on these issues, and ensure they are deployed in a timely manner.  Negotiate and monitor behaviour contracts if required.  Manage input from external agencies (e.g., mediation).  Lobby for/liaise with other agencies including housing association, community policing, social workers etc as necessary to ensure tenants have the support they need.  Undertake unannounced visits (subletting). |
| Rent Arrears | Rent Group | Work with Rent Group to identify tenants who require additional support.  Work with tenants to understand the problem and develop a plan to manage and reduce arrears.  Connect tenants to external sources of support, e.g., debt management services, advice agencies, Turn to Us etc.  Support the Rent Group if further action is required, and ensure that the Coop follows through on NOSPs etc. |
| Communal space at William Blake House | Maintenance Group | Liaise with the other management coops at WBH (Southbank and Three Boroughs), and the ABC worker to understand the current issues. *Note that Southbank currently lead on maintenance of communal spaces.*  Convene/attend quarterly meetings of the co-ops to ensure that issues are being effectively addressed.  Improve the flow of information from the Coop to its WBH tenants about action that is being taken. |

**Key Skills/Person Spec**

* Experience of housing management, especially relating to tenants with complex issues
* Experience of mediation / conflict resolution / helping people to solve problems
* Understanding of the range of support that can be deployed / accessed to support tenants
* Experience of estate-based work with residents
* Able to work collaboratively and alone, prioritising and managing own time effectively

**Our offer**

Time commitment: This is initially a 12-month post with a review the role at 3, 6 and 12 months. We expect the time requirement to be flexible, responding to the needs of the tenants as they arise.

Terms: £20 per hour, either as an employee or freelance

Liaising with: Co-op Officers

The Co-op Sub-Groups identified above

The Co-op Worker

Reporting to: Worker Support Group

**To apply**

Please send a CV and covering letter (no more than 2 pages of A4) to [Office@abchousing.co.uk](mailto:Office@abchousing.co.uk)

**The closing date is 19th March 2021.**

If you would like to know more or have any questions about this opportunity, please contact [mark@bollywoodbrassband.co.uk](mailto:mark@bollywoodbrassband.co.uk) or [geraldineblake66@gmail.com](mailto:geraldineblake66@gmail.com)