

Job Description

Job Title:	Accommodation Manager
Hours Per Week:	37.5
Location/Department:	Health and Wellbeing
Reports To:	Head of Community Services
Direct Reports:	Administrator
Budgetary Control:	None
DBS Disclosure:	Enhanced
Date Prepared:	November 2021

Job Summary/Purpose:

1. Support people to live the “good life” in independence by promoting dignity, independence, choice, and fulfilment within a policy of managed risk taking.
2. Provide a comprehensive **housing management** service across **all schemes**, be responsible for the provision of a safe and secure environment ensuring a range of **tailored housing** and associated services are available for beneficiaries to enable them to maintain their tenancy and live independently in the community.
3. Be accountable for the **referrals and lettings process**, ensuring effective **strengths and safety assessments** are carried out and that properties are occupied in accordance with Morden College policies, while making best use of available accommodation and minimising voids.
4. Promote a culture of service to beneficiaries which encourages **consultation, continuous feedback and involvement** and ensure a range of **opportunities** are available to help them to shape the delivery of future services.
5. Keep up to date with **legislation, regulations and good practice** associated with the role making recommendations as appropriate. Understand the current thinking in relation to **housing for older people**.
6. Have the necessary skills and qualifications to be the **Personal Licence Holder** in a specified location and be legally responsible to authorise the sale of alcohol according to the requirements of the 2003 Licensing Act.

7. Develop, implement, and regularly review **policies, strategies, and procedures** for all aspects of the Independent Living Services ensuring that the service is **compliant** with housing related **legislation and regulatory requirements** and meets the overall objectives of the organisation's Business Plan and other key documents.
8. Be a **visible leader**, creating a **culture** that promotes the **inclusion of people** living with a cognitive impairment in all social and occupational activities.
9. Build on Morden College's approach to **community engagement**, use of communal space, and beneficiary involvement to support the community to live a 'Good Life' based on what matters to the individual.
10. **Facilitate and foster a supportive approach to partnership working** with all staff and volunteers, encouraging their direct communication and contribution with regards to **improving culture**, service delivery and service user experience.
11. Role model and maintain a **person-centred approach** to the development and delivery of high-quality services and uphold the principle that **each individual is at the centre** of our services and the support they require.

Values and behaviours:

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**
Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff.
- **Compassionate**
Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; don't judge.
- **Accountable**
Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.
- **Progressive**
To make a real difference to peoples' lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive, and inspiring; embrace new ideas and technologies.

Key Duties & Responsibilities:

Housing Management

1. To be **welcoming** and **inclusive** to a **diverse** and interesting range of beneficiaries, occasionally dealing **sensitively** and appropriately with **complex** and **challenging** issues, that may present.
2. Work closely with the Health and Wellbeing Team to ensure that all beneficiaries are enabled to make best use of Morden Colleges services as part of the aim to enable individuals to **'Live a Good Life'** in independence safely for as long as is possible.
3. In **partnership** with colleagues identify those people who are at risk of loneliness and social isolation, reduce and maintain a **reduction in the risk of social isolation** by implementing initiatives to facilitate, and support that aligns to the individual's needs, aspirations, and concerns.
4. Be responsible for ensuring that all beneficiaries in Alms House accommodation are assessed for their independence to self-evacuate in a crisis, where required develop in partnership with the beneficiary a **Personal Emergency Evacuation Plan**; record and distribute appropriately.
5. Provide a **high-quality housing management** service across all schemes ensuring the health and safety of beneficiaries and contractors, including ensuring that all health and safety checks and risk assessments are carried out and their findings acted upon.
6. Have oversight of **premises management**, ensure that the cleaning and other facilities management arrangements with the Operations Team are completed to make sure the buildings are maintained for the future and are fully compliant with all legal requirements.
7. Work with the Health and Wellbeing Administrator to develop their role to **maximise value** and to free up own time to work more **tactically**.
8. Ensure that all **complaints**, including harassment and anti-social behaviour are **effectively** handled and monitored and that the complainant is kept informed of progress.

Independent Living Services

1. Provide **information** and **advice**, about housing support for people living in independence aimed at attaining the highest possible levels of **benefits** and **services** to **maximise their potential** of living independently for longer.
2. Ensure arrears procedures are **proactively** implemented to promote tenancy sustainment and maximize rental income
3. **Signpost** people living in independence to external agencies for **advice** and **support** regarding housing debt management, and other social welfare and legal issues.

4. Promote a culture of service to beneficiaries which encourages **consultation, continuous feedback** and **involvement** and ensure a range of opportunities are available help them to shape the delivery of future services.
5. Build on Morden College's approach to **community engagement**, use of communal space, and beneficiary involvement to support the community to live a 'Good Life' based on what matters to the individual.
6. Ensure that **anti-social behaviour** issues are addressed proactively, in line with Morden College policies and procedures, that risk issues relating to anti-social behaviour and harassment are considered, and that beneficiaries and stakeholders are encouraged to address conflicts using self-help techniques.
7. Have the necessary skills and qualifications to be the **Personal Licence Holder** and therefore the **Designated Premise Supervisor** in a specified location and be legally responsible to authorise the sale of alcohol according to the requirements of the 2003 Licensing Act, whilst maintaining a safe environment for the customers and employees.

Lettings, Voids and Arrears Control

1. Be **accountable** for the admissions process for Morden College Alms Houses in line with organisational policies and procedures on **referrals** and **selection**.
2. Ensure **voids** are **minimised** and housing **licensee's needs** are appropriate for the service offered and provided by Morden College.
3. Monitor rent collection, rent arrears and other **key performance indicators**, and take action to ensure targets are met and relevant Morden College policies and procedures are followed.
4. Create and maintain **monitoring mechanisms** to record and track response times, satisfaction levels and achievement of objectives.
5. Maintain a **positive** and **productive relationship** with the Operations Team in relation to effective and supportive resolution of housing and tenancy issues.

General Duties and Responsibilities:

1. To be an **ambassador** for Morden College in the external community, developing **robust communication strategies** that provide all stakeholders with the opportunity to be engaged in service developments and informed on progress.
2. To take appropriate action to remedy any unsatisfactory **employee performance** issues and report these to your line manager as appropriate.

3. To be familiar with Morden College Policies and Procedures, cascading and interpreting information for the team to **ensure compliance and understanding** and safe practice, whilst providing a **compassionate, warm, and caring service**.
4. Enable good 2-way communication within your team, being **supportive and inclusive and encouraging a culture of mutual respect**; monitoring all documentation and observing staff in practice to enhance performance and always ensure a person-centred approach.
5. To ensure harmonious and **respectful** working with all **departments and other internal stakeholders**, ensuring a holistic and efficient service is provided to service users.
6. To maintain **confidentiality** and to comply with the College policy thus ensuring security in the management and use of information at all times.
7. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in college events.
8. To operate in accordance with the College's policies and procedures as detailed on the College's website and intranet and as set out in the Staff Handbook and elsewhere, and ensure compliance with Safeguarding Adults policies, Care Quality Commission legislation and key lines of enquiry.
9. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff, and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
10. To undertake training as necessary in line with development of the post.
11. To participate fully in the performance management process and undertake Continuing Professional Development as required.
12. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
13. To ensure compliance with the General Data Protection Regulations 2016 and the Data Protection Act 2018.

This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.