

JOB DESCRIPTION: SENIOR HOUSING SERVICES COORDINATOR

CONTRACT: PERMANENT

LOCATION: DUBLIN CITY CENTRE

REPORTS TO: HOUSING SERVICES MANAGER

SALARY: €52,000

JOB SUMMARY:

As the Senior Housing Officer this role will work with the Housing Manager and the wider Housing Team to ensure a quality customer centered approach to tenancy management and estate management services. You will be required to work with a diverse range of customers, in a non-judgmental and flexible way ensuring the varying needs of customers, including the needs of those most vulnerable are met.

You will be required to:

Work closely with a range of stakeholders particularly local authorities in both assisting tenants to maintain their tenancies, as well as in taking and assisting with enforcement action where necessary. From time to time you may also be required to attend stakeholder led meetings and report and feedback discussions.

Act as the line supervisor/ mentor/ guide to other Housing Services Coordinator and in the absence of the Housing Manager offer advice and guidance to the wider Housing Team.

Act as a potential sounding board to your colleagues on how to handle serious housing management cases and to encourage community engagement and development on all estates.

Encourage community and to promote first class service delivery to all tenants.

KEY RESPONSIBILITIES

Housing Management

1. To manage approximately 200 properties under the direction of the Housing Services Manager.
2. To deal promptly and effectively with Anti-Social Behaviour issues and breach of tenancies, including preparation of cases for court proceedings if required.

3. To allocate and let properties and to assess transfer requests.
4. To deal with all the aspects of empty properties in order to quickly re-let them.
5. To identify and process repairs including, ordering, monitoring and checking work and processing invoices.
6. To liaise with tenants, residents and consultants regarding design and improvement proposals, including the programming of the work.
7. To attend and minute site meetings, residents' meetings, public meetings and other meetings, including management company meetings, AGMs and EGMs as required.
8. To facilitate and deliver accompanied property viewings.
9. To undertake pre-tenancy and post-tenancy training courses.
10. To gather information for Insurance Claims and attend court on behalf of the Association if required.
11. To liaise with Local Authorities and developers in relation to handovers and to complete pre and post-handover administrative tasks.
12. To answer telephone calls and letters promptly, deal with enquiries and attend Advice Centres or day surgeries as required.
13. To advise tenants with regard to their rent and service charges and possible welfare entitlements.
14. To work with residents and community groups to encourage participation and involvement and community integration.
15. To regularly visit schemes or estates and to note and record any repairs or defects.
16. To quickly and efficiently remedy any estate problems.
17. Understand key elements of the Residential Tenancy Board and the management and organization of same.

Working in a Team and with Others

1. To work closely with other departments to ensure smooth delivery of first-class housing services to tenants.
2. To ensure that any complaints regarding housing are resolved swiftly and satisfactorily in accordance with internal policy and procedures.
3. Maximise own personal development by positively contributing to induction, supervision, training, appraisal, and team meetings.
4. Act in a professional manner while on duty and when representing Tuath Housing.
5. Assisting colleagues with key RTB concerns or elements relating to management systems.

Management Reporting & Performance Monitoring

1. Ensure staff provide an effective, high quality, customer focused service to tenants and residents of Tuath Housing.
 Manage, develop and support the Housing staff undertaking regular one- to-ones and performance reviews in accordance with Tuath's policies and procedures.
 Assist with staff recruitment, induction, training, and development enabling them to deliver quality services.

2. Coach and support staff to tackle issues of poor conduct or performance in
3. accordance with Tuath's policy and procedures.
4. Prepare reports on key performance indicators periodically as required on all aspects of the tenancy management service.
5. To attend meetings with the Team, HMT, Stakeholder etc as required to update on progress and explain tenancy management performance.
6. From time to time deputise on matters of Tenancy Management for the Housing Manager
7. Assist with staff recruitment, induction, training, and development enabling them to deliver quality services.
8. Ability to prepare, analyse and present team objectives for discussion.

Record keeping and Data Management

1. Maintain accurate and up to date tenancy files and records ensuring that information is understandable and reviewed regularly.
2. Maintain confidentiality of records and information relating to tenants in accordance with Tuath's Data Protection policy and procedures
3. Continuously look to improve the quality of services responding positively to customer feedback and complaints.

Health and Safety

1. To conduct all activities in a manner, which is safe to yourself and others. To be aware and act in accordance with the Association's Health and Safety Policy.
2. To contribute to the effective delivery of Quality Customer Orientated Service through the formulation, review and proper implementation of policies and procedures.
3. To adhere to requirements of Service Level Agreements or Resident Guarantees in the delivery of a quality management service.
4. To participate on forums/working groups/committees as required.
5. To maintain accurate and up to date files for each property in the management area.
6. To produce a monthly report on all housing management issues and key performance statistics for the area.
7. To undertake other occasional duties which are consistent with the responsibilities of the post including very occasional evening or weekend work.
8. To support and assist the Housing Services Manager in the highlighting health & safety or risk items in a timely manner.
9. Assist with risk assessment of core duties of the housing management service.

Other

1. Carry out any other duties as required by the Housing Services Manager or Director of Housing.

Equality and diversity

1. Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

The number of properties to be managed is not to be used as a guide to a minimum or maximum number. The job description is not definitive or restrictive and will be subject to periodic review.