

## Bernicia Group Role Profile

**Title:** Homeless Service Intensive Housing Management Worker

**Reporting to:** Operations Team Leader

**Date:** March 2026

## Purpose

To be responsible for the provision of excellent short-term Intensive Housing Management services to clients with low level needs.

## Accountabilities

### Operational

- Controlling access to the premises including monitoring visitors, contractors and professionals during office hours.
- Ensuring rent is paid regularly and on time including assisting with benefit claims, weekly monitoring, identification of emerging risk factors and appropriate signposting.
- Assisting clients through the move in process including inducting into the scheme, explaining the terms of occupancy, house rules and setting up individual utility accounts.
- Co-creation of housing risk & sustainment plan with client upon admission with weekly review and move on plan.
- Weekly property checks assessing property condition and identifying health and safety issues for reporting. Assisting clients to maintain appropriate levels of cleanliness to ensure occupancy agreement compliance and prompting where required.
- Dealing with anti-social behaviour issues including incident handling, occupancy agreement enforcement, assisting clients to understand the terms of their occupancy agreement and appropriate recording.
- Liaison with all relevant agencies, both statutory and voluntary on the clients behalf where it concerns their ability to sustain their current placement or impacts their ability to develop independence in relation to their housing.
- Monitoring of ongoing health and safety compliance in both individual properties and communally including maintenance and risk assessments.

- Monitoring of grounds maintenance weekly and reporting issues promptly, monitoring through to completion.
- Supporting safe use of any equipment including white goods, heating systems and showers within individual properties.
- Providing laundry and communal facilities support to clients including safety advice, providing access and ensuring repairs are reported and completed.
- Reporting repairs and defects promptly and monitoring to completion, providing access to for repairs to be completed and preparing decants if necessary.
- Organising replacement of fixtures, fittings and furnishings as required.
- Represent Bernicia as necessary and attend meetings, training and supervision as required.
- Participate in new initiatives that will lead to improvement in performance and service delivery.
- Assist the Operations Team Leader with the day to day requirements of the scheme.

## Corporate

- Implement health and safety policies and procedures, carrying out suitable and sufficient risk assessments according to risk assessment procedures.
- Comply with all relevant legislation, policy and procedure.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

**Desirable Skills & Experience**

- Good Standard of General Education, preferably with relevant professional qualification
- Demonstrable experience of working in a housing related support service
- Experience of delivering intensive housing management
- Demonstrable experience of safeguarding practice
- Excellent interpersonal and communication skills, both written and verbal
- Advanced IT skills, particularly with Microsoft packages

Signed by Post holder..... Date .....

Signed by Manager .....Date .....

**Values**

<b>Value</b>	<b>Expectation</b>
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.

Accountability

We are personally accountable for delivering on our commitments.

