



## JOB DESCRIPTION

<b>Post:</b> Community Development and Tenant Support Officer	<b>Analyst:</b>	Caroline Keenan-Jackson Director of Housing & Corporate Services
<b>Date:</b> May 2020	<b>Department:</b>	Housing
<b>1. <u>JOB DETAILS</u></b>		
<b>a. Responsible to:</b>	Housing Manager	
<b>b. Responsible for:</b>	Housing Support	
<b>c. Working hours:</b>	37 hours per week (Monday to Friday)	
<b>d. Wage level:</b>	NJC SCP 19 £24,799 -SCP 24 £27,905	
<b>e.</b>	<b>Essential Qualifications:</b> A 3rd Level education (University Degree or equivalent) <b>OR</b> 3 years' experience (within the last 7 years) of working with community groups and organisations or in a social housing environment.	
<b>f.</b>	<b>Essential Experience:</b> At least 2 years' experience (within the last 5 years) working with community groups and organisations or in a social housing environment. Excellent interpersonal and communication skills Excellent IT skills	
<b>2. <u>JOB SUMMARY</u></b>		
<p>The purpose of the post is to increase support and meaningful contact with our tenants and enhance and develop practical working relationships with local communities to deliver a more holistic and all-inclusive service. This position will include planning, developing, coordinating, implementing and evaluating a range of community, social, and tenant participation initiatives. These initiatives will be applied by working collaboratively with our tenants, with key agencies and by developing sustainable partnerships. These initiatives include, but are not limited to, projects involving seniors, people with a disability, early childhood, families, youth, community safety, volunteering etc.</p>		
<b>3. <u>KEY TASKS</u></b>		
<b>3.1</b>	Improve the support and opportunities for partnerships with local community organisations, neighbourhood groups, local organisations, residents and community groups. Ensure clear understanding of the partnership responsibilities that will substantiate long term benefits for our tenants and the community.	
<b>3.2</b>	To promote and support tenants and residents in a community where everyone has opportunities to make positive contributions and develop a sense of belonging.	
<b>3.3</b>	To work in partnership with the local community to support neighbourhood and family	

	networks, to facilitate local participation and access to facilities and services.
<b>3.4</b>	To manage and coordinate community events and activities which encourages local creativity, vibrancy and diversity.
<b>3.5</b>	To develop and maintain effective communication and foster partnerships with a variety of organisations providing services within NB Housings' areas of operation to achieve positive community development outcomes.
<b>3.6</b>	To develop and maintain effective communication with all NB Housing tenants and residents.
<b>3.7</b>	To provide an innovative, professional and proactive tenancy support service and to signpost tenants to appropriate support agencies as required.
<b>3.8</b>	Undertake tenant visits, providing a support service for any problems, finding a suitable resolution where possible.
<b>3.9</b>	Provide targeted signposting and support to customers in relation to welfare benefits, budgeting, money management, fuel poverty and consumer credit, in order to maximize income and promote financial inclusion.
<b>3.10</b>	Encourage and promote tenancy participation strategies including attendance at Tenant Forums, develop initiatives to empower local resident and community groups, surveys, etc.
<b>3.11</b>	Establish, coordinate and implement tenant focus groups/forums across the organisation to encourage positive tenant participation in line with Tenant Participation Strategy.
<b>3.12</b>	Attend and represent the Association at the Tenant Participation Practitioners Network (TPPN), multiagency meetings, local community networks etc, and share information and outcomes with the housing team.
<b>3.13</b>	Ensure effective planning, implementation and evaluation of events and activities
<b>3.14</b>	Manage allocated budgets associated with the establishment and management of programmes/events.
<b>3.15</b>	Investigate and secure external funding through grants and/or sponsorship where possible
<b>3.16</b>	Liaise with Housing Officers in the management of anti-social behaviour issues/complaints, to support tenants on pathways to resolution.
<b>3.17</b>	Possess and maintain detailed knowledge of benefit, housing and other relevant legislation, briefing staff and/or customers on relevant areas including the production of literature and reference materials
<b>3.18</b>	Prepare relevant reports regarding activities and events. Provide the Housing Manager/Director of Housing with information required for reporting to SMT, Committee and Board
<b>3.19</b>	Supply regular information regarding community development and support material for the web site and social media.
<b>3.20</b>	Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, Housing Associations, local community groups, etc.
<b>3.21</b>	To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
<b>3.22</b>	Maintain awareness of the external business environment to identify changes which may have an impact on the organisation.
<b>3.23</b>	Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework.
<b>4.0</b>	<b><u>OTHER DUTIES</u></b>
<b>4.1</b>	Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality.

<b>4.2</b>	Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
<b>4.3</b>	To promote the organisations Mission, Values (Leadership, Aspiration, Personal, Esteem, Community & Integrity) Aims and objectives
<b>4.4</b>	To maintain professional boundaries and confidentiality within the Association
<b>4.5</b>	To attend staff meetings, training, forums, and Board Meetings which may occur outside normal working hours
<b>4.6</b>	To participate in Performance Reviews and supervision sessions
<b>4.7</b>	Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
<b>4.8</b>	Carry out any other duties as may be reasonably expected from time to time.

This job description is not intended to comprehensively list the responsibilities of the post but to indicate the main areas which at this stage appear to be the essential requirements of the post.