

**JOB DESCRIPTION****JOB TITLE:** Senior Communities Officer (Housing for All)**REPORTS TO:** Performance and Quality Manager**DEPARTMENT:** Housing Management.**DATE:** June 2022**ROLE PURPOSE:**

Working across Apex's Together: Building a United Community (T:buc) and 'Housing for All' shared housing developments, the Senior Communities Officer is responsible for overseeing the delivery of the Shared Housing Programme by ensuring staff develop the necessary components to improve community cohesion within shared housing schemes and surrounding communities. The Senior Communities Officer will measure and evaluate progress in developing and delivering Good Relations Plans (GRP) and is responsible for regular monitoring and reporting of GRP delivery to the Department for Communities (DfC) and the Northern Ireland Housing Executive (NIHE).

**Key Area****Key Activities****Main Duties and Responsibilities**

The Senior Communities Officer will be responsible for :

- Managing the day to day supervision of staff and the delivery of the Shared Housing Programme.
- Promoting and demonstrating a commitment to the principles for shared neighbourhoods.
- Acting as a primary lead on driving innovation within Apex's shared housing schemes and their associated Good Relations Plans.
- Developing and managing an annual plan across T:buc and 'Housing for All' themes.
- Developing evidence-based projects within shared communities and surrounding communities (within a five-mile radius) to enhance good relations and quality of life for tenants and the wider area.

	<ul style="list-style-type: none"> <li>• Building on Apex’s current and previous success of working with external stakeholders to develop innovative solutions to a wide range of community needs and requirements.</li> <li>• Establishing working partnerships with statutory agencies, including the NIHE, DfC, other Housing Associations, and voluntary and community groups to develop a coordinated approach to implementing and monitoring the impact of good relations activities.</li> <li>• Influencing and negotiating with staff to ensure that innovation pilots are allowed to flourish whilst ensuring risk and outcomes are effectively managed</li> <li>• Working with individual families and communities to empower them to identify needs, opportunities, rights and responsibilities by developing activities that generate confidence and help them plan what they want to achieve.</li> <li>• Ensuring Apex’s shared housing delivery is aligned to the delivery of the Apex Plan, the Tenant Participation Strategy, Community Investment Strategy etc.</li> <li>• Developing and reviewing policies/procedures and strategies in accordance with regulatory requirements and best practice. Ensuring policies and procedures are implemented as required.</li> <li>• Developing relationships with internal staff and external agencies and groups which will compliment, add value to and empower communities in the delivery of the Housing for All Plan.</li> <li>• Working to empower existing local charities and businesses, procuring their services were possible</li> </ul>
<p><b><u>Training and Support</u></b></p>	<ul style="list-style-type: none"> <li>• Identifying the training and development needs of self and staff and tenants to ensure effective delivery of Housing for All.</li> <li>• Delivering timely and appropriate training for staff and tenants taking advantage of accreditations were possible</li> <li>• Recruiting, training, and supporting new tenants to challenge and improve service delivery.</li> </ul>
<p><b><u>Leadership</u></b></p>	<ul style="list-style-type: none"> <li>• Managing staff, ensuring the best possible service is provided to tenants, communities and everyone who comes into contact with the Association.</li> <li>• Participating in the appointment of staff when required in accordance with the Association’s procedure and Equality Legislation.</li> <li>• Fulfilling the requirements of the Induction procedure for newly appointed members of staff.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensuring the Association’s system of performance management is implemented within their area of responsibility, undertaking appraisal and review meetings with staff. Set, monitor and review performance targets against agreed shared housing objectives</li> <li>• Managing and record staff absence</li> <li>• Producing training packages and deliver training within the Housing &amp; Care Services Department.</li> <li>• Ensuring staffing levels are adequately managed to ensure a high level of service provision</li> <li>• Ensuring that the Apex’s policies and procedures relating to all shared housing functions are implemented.</li> <li>• Ensuring any non-compliance with standards, for example DfC Shared Housing Guidance is actioned on a timely basis.</li> <li>• Implement the disciplinary and grievance procedure in accordance with the Association’s policies and procedures.</li> </ul>
<p><b><u>Information</u></b></p>	<ul style="list-style-type: none"> <li>• Developing and implementing effective systems and processes that enable the accurate recording and reporting of initiatives including impact and outcomes monitoring</li> <li>• Utilising information to inform, develop and enhance relevant and additional services for tenants and the wider community.</li> <li>• Providing information that is accurate, relevant, timely, and accessible and meets legal and best practice requirements.</li> <li>• Collecting and analysing data from consultation exercises, produce reports, make recommendations for improvement and implement action.</li> <li>• Keeping up-to-date with current legislation and new initiatives in the areas of tenant participation, community involvement, T:buc, Community Cohesion, etc. ensuring a proactive, best practice approach by Apex.</li> </ul>
<p><b><u>Community Cohesion</u></b></p>	<ul style="list-style-type: none"> <li>• Overseeing the promotion of T:buc / ‘<i>Housing for All</i>’ shared housing developments and the establishment and management of shared scheme Advisory Groups, and the development and delivery of the schemes’ Good Relations Plans.</li> <li>• Developing and nurture partnerships with organisations that can develop and enhance Apex’s community-offer.</li> <li>• Showcasing Apex’s Community Cohesion Work at events and programmes that promote Good Relations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Working with Apex's Development team in the Community Consultation process for new Housing for All developments.</li> </ul>
<b><u>Communication, Engagement and Participation</u></b>	<ul style="list-style-type: none"> <li>• Ensuring tenants and communities are kept appropriately informed by providing accessible, relevant, accurate and timely information.</li> <li>• Ensuring Apex's website, social media platforms and publicity materials are developed and used to communicate events and relevant information.</li> <li>• Working with staff and tenants to create meaningful engagement opportunities with 'easy to ignore' tenants and communities.</li> <li>• Establishing links between residents in shared housing schemes and neighbouring communities and assist them to overcome barriers and develop solutions that support communities coming together</li> </ul>
<b><u>Funding and Budget</u></b>	<ul style="list-style-type: none"> <li>• Reviewing resources regularly and manage the shared housing Good Relations Support funding budget.</li> <li>• Developing and implementing programmes, maximising funding opportunities; making funding applications solely and in partnership with others and manage the delivery of the programmes.</li> <li>• Ensuring all financial systems within Apex are adhered to and developed in line with the needs of shared housing.</li> <li>• Ensuring value for money in the delivery of all programmes, projects and events.</li> <li>• Liaising closely with Finance Department to ensure all financial records are maintained to a high standard</li> </ul>
<b><u>Miscellaneous</u></b>	<p>Adhering to the Association's Equal Opportunities Policy and committing to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work</p> <p>No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.</p>