

**JOB DESCRIPTION****JOB TITLE:** Good Relations Officer**REPORTS TO:** Performance and Quality Improvement Manager (Derry~Londonderry)**DEPARTMENT:** Housing Department**DATE:** May 2024**ROLE PURPOSE:**

The Good Relations Officer will deliver the Shared Housing Programme by developing the necessary components to improve community cohesion within shared housing schemes and between shared housing schemes and surrounding communities. The delivery of the Shared Housing Programme (the Programme) will entail working with Programme partners to engage, enable and empower local community groups to identify, liaise and coordinate the development and delivery of concerted Good Relations Plans. The Good Relations Officer must measure and evaluate progress in delivering the Good Relations Plans and is responsible for regular reporting of GRP delivery to DfC. (The Good Relations Officer will deliver the Programme to support safer, stable communities through the promotion of mutual respect and understanding within shared schemes and between shared schemes and surrounding estates.

**Key Area****Key Activities****Main duties and responsibilities**

- Act as a primary lead on driving innovation within their T: BUC and Housing for All schemes.
- Develop and ensure delivery of evidence-based projects within T: BUC communities to enhance good relations and quality of life for tenants and the wider area.
- Build 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.
- Establish working partnerships with statutory agencies, including the NIHE, DFC as well as relevant statutory, voluntary and community groups to develop a coordinated approach to implementing and monitoring the impact of community development and good relations activities.
- Influencing and negotiating with senior staff to ensure that innovation pilots are allowed to flourish whilst ensuring risk and outcomes are effectively managed
- Working with 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.
- Develop relationships with internal staff and external agencies and groups which will compliment, add value to and empower communities in the delivery of the Good Relations Plan.

**Partnership Working**

- To facilitate the process of developing greater community cohesion in shared housing schemes, and between shared schemes and surrounding communities, and to put good relations at the heart of Apex Housing Association's Business.
- To identify potential participants for membership in the shared schemes' Advisory Groups and the development and the delivery of the Good Relations Plans.
- To facilitate consultation with communities to assess the good relations opportunities in their areas and assist the community in

	<p>the development and delivery of a good relations projects in their local areas. This will require engagement with all stakeholders based or working in the area to include community, voluntary and statutory groups /organisations and political representation.</p> <ul style="list-style-type: none"> <li>• To establish the schemes' Advisory Group and to manage a diary of meetings to review the schemes' Good Relations Plans and manage administration of meetings and communication to ensure membership are kept fully informed and have full overview of GR plan.</li> </ul> <p>To engage with Housing Executive and local Council Good Relations Officers to ensure a joined up approach enable and empower existing and future tenants/residents.</p> <ul style="list-style-type: none"> <li>• To inform and produce six-monthly monitoring returns for each Good Relations Plan being delivered and to ensure that these are returned to DfC Shared Housing Team in a timely manner.</li> <li>• To produce a communications plan and communications products for projects and events within the Schemes Good Relations Plan and to obtain DfC approval for all publications in a timely manner.</li> <li>• To participate in the Programme's Operational Group ensuring good practice is shared and learnt</li> <li>• Ensure that adequate consideration of cultural diversity and good relations is incorporated into the Good Relations Plans.</li> <li>• To review and comment on revisions to the Programmes supporting documents.</li> </ul>
<b><u>Training and Support</u></b>	<ul style="list-style-type: none"> <li>• To lead with the skills training of residents within the estates, and Advisory Group members, as required.</li> <li>• Assist in targeted training to complement any good relations policy initiatives.</li> <li>• Support local residents to develop their skills to sustain the ethos of putting Good Relations at the Heart of housing.</li> <li>• Develop a Programme of relationship building within and between communities and key stakeholders.</li> </ul> <p>Work with others to raise awareness of local cultural issues.</p> <ul style="list-style-type: none"> <li>• Raise awareness of ethnic inclusion through the appropriate communication plans.</li> <li>• Develop opportunities to bring communities together to improve interface areas through dialogue and inter-dependence.</li> <li>• Liaise with their Line Manager to identify the training and development needs of staff and tenants to ensure effective delivery of Shared Housing Programme.</li> </ul>
<b><u>Safer Sustainable Neighbourhoods</u></b>	<ul style="list-style-type: none"> <li>• Develop links with key stakeholders and raise awareness of putting Good Relations at the Heart of the Programme.</li> <li>• Develop residents' ability to participate in the process of the Programme, ensuring all voices are heard and Good Relations is at the Heart of the shared schemes.</li> <li>• Provide support and coordination to ensure residents experience quiet enjoyment of their neighbourhoods thus sustaining tenancies.</li> <li>• Develop Community Champions based on the Together: Building a United Community (T:buc) principles as part of the Programme.</li> <li>• Support local residents to provide early intervention response to potential conflict incidents.</li> <li>• Work with others to develop an understanding of Community Safety based on the principles of the T:buc strategy.</li> </ul>
<b><u>Procurement and Budget Management</u></b>	<ul style="list-style-type: none"> <li>• Ensure all service providers are procured in accordance with Apex's commitment to ensuring value for money</li> <li>• Ensure project documentation is kept up to date for payment and audit purpose.</li> </ul>
<b><u>Monitor and Review</u></b>	<ul style="list-style-type: none"> <li>• Have full regard to the Programme guidance, including the Terms of Reference for Good Relations Support Funding.</li> <li>• Provide six-monthly progress reports (informed by programme/project/event participation feedback).</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure project records are maintained.</li> <li>• Assist in the evaluation of the Programme.</li> <li>• Report quarterly on delivery of the Programmes within their schemes and provide an annual report to include achievements and future plans ensuring updates are shared with the Apex Board, staff and tenants as agreed.</li> </ul>
<b><u>Communication, Engagement and Participation</u></b>	<ul style="list-style-type: none"> <li>• Ensure tenants and communities are kept appropriately informed by providing accessible, relevant, accurate and timely information.</li> <li>• Ensure timely and effective feedback is provided to tenants.</li> <li>• Ensure Apex’s website is used to communicate events and relevant information.</li> <li>• Work with staff and tenants to oversee the creation of meaningful engagement opportunities with ‘easy to ignore’ tenants.</li> <li>• Oversee the development of engagement opportunities for new housing developments.</li> <li>• Develop and deliver community consultation exercises, ensuring tenants have their say in what their community needs and assist in raising and managing funds to deliver these exercises.</li> <li>• Establish links between residents in shared future schemes and neighbouring communities and assist them to overcome barriers and develop solutions that support the communities coming together</li> </ul>
<b><u>Miscellaneous</u></b>	<ul style="list-style-type: none"> <li>• Adhere to the Association’s Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work</li> <li>• 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.</li> </ul>