

**Job Description**

**Veterans’ Housing Co-Ordinator**

**Team:** Housing team

**Responsible to:** Director of Housing

**Location:** 446 Fulham Road, London, SW6 1DT but required to occasionally visit other organisations to promote Stoll to others

**Job Purpose**

* To manage, administer and promote Stoll’s Veterans’ Nomination Scheme (VNS), including registration and progression of referrals for rehousing on behalf of Veterans and the provision of suitable nominations to landlords participating in the VNS.
* To promote Stoll and its housing schemes to Veterans and to organisations working with Veterans, maximising awareness of and generating new demand for accommodation provided by Stoll

**Key tasks**

**To manage and promote the VNS**

* Establish and maintain a suitable database for the VNS to include:
* Referrals and associated information
* Nominations made
* Offers and Allocations
* Contact records
* Up-to-date records of each case for easy handover
* Receive referrals and provide appropriate nominations housing providers in line with target timescales, checking progress as necessary.
* Respond to any queries from referral agencies or housing providers regarding nominations
* Establish and maintain effective relationships with housing providers nationwide, encouraging new providers to sign up to the VNS
* Develop, produce and distribute promotional information about the VNS to Veterans, housing providers and other stakeholders.
* Grow the VNS and achieve numerical targets of the number of accommodation units made available to Veterans.
* Compile comprehensive information regarding those Veterans who are referred to the scheme and ensure appropriate decisions are made regarding their needs and suitability for housing.
* Provide advice and support to Veterans in immediate need of housing and support, ensuring that they are signposted to the most appropriate agency.

**To promote Stoll and maximise demand for Stoll housing schemes**

* Generate sustained demand for Stoll housing schemes and vacancies, via the use of publicity materials, social media and by updating content on Stoll’s website
* Strengthen and maintain effective relationships with other organisations who are also working to meet the needs of Veterans
* Attend conferences and events to promote Stoll, the VNS and other projects, including No Homeless Veterans campaign
* Liaise with local authorities to explore to what extent the housing needs of Veterans are currently being met and to raise awareness of these needs
* Work with partners to campaign under the No Homeless Veterans’ banner, to re-educate local authorities and other charities
* To work with and learn from COBSEO members in the provision of housing and high quality services to Veterans

**Working in a team and with others**

* Contribute positively to working across Stoll and other agencies to deliver quality services to Veterans.
* Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
* Act in a professional manner while on duty and when representing Stoll.

**Quality and regulatory compliance**

* Understand the legal framework in which Stoll provides housing and support to residents.
* Continuously look to improve the quality of services responding positively to customer feedback and complaints.

**Health and Safety**

* Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

**Equality and diversity**

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

**Other**

* Carry out any other duties as required by the Director of Housing

**Person Specification**

**Veterans Housing Coordinator**

**Experience**

A minimum of two years experience of working in the housing sector or related sectors

A minimum of two years experience of working with vulnerable adults and an understanding of the issues that affect marginalised adults

An understanding of the issues that affect Veterans of the British Armed Forces

Preivous experience of managing a customer-focused service

One years staff management experience.

**Knowledge**

Knowledge of lettings and allocations and other related tenancy and housing management issues

Knowledge of the issues that affect vulnerable Veterans – and the services that can respond effectively to them

**Education and Training**

A minimum of five GCSE’s at grade C or above, including Maths and English, or equivalent

At least one Level 3 qualification e.g. A-level, NVQ3, or equivalent

Demonstrable commitment to, and evidence of, continuous professional development and learning.

**Core Competencies**

**Customer focus**

* A passion to support vulnerable Veterans
* Understands the challenges faced by ex-Service men and women
* Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

**Communication**

* Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
* Informs colleagues of successes, challenges and developments

**Team working**

* Works well with Colleagues, Trustees, Residents and external stakeholders
* Applies the spirit of “mucking in”, helping colleagues when needed

**Support of Equality and Diversity**

* Treats all people with respect
* Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

**Delivers a High Quality of Work**

* Produces accurate, thorough, and professional work
* Plans and manages own work load, working flexibly to meet changing work priorities and demands
* Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
* Delivers tasks set through planning and supervision
* Takes responsibility for own work, including errors
* Utilises Stoll IT systems to manage emails, calendars and data effectively

**Commitment to Health & Safety**

* Understands how to work safely
* Understands how to respond to a safeguarding incident and reacts accordingly
* Manages their own health and wellbeing, recognising when to ask for extra support

**Frontline Competencies**

**Working with Customers**

* A focus on maximising the independence of our Customers in all interventions
* A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
* The ability to regularly motivate and inspire Customers to improve their life situation
* The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
* An understanding of support issues particularly relating to Veterans

**Communication**

* The ability to communicate effectively with all Customers

**Health and Safety**

* An understanding of how to safeguard vulnerable adults and children
* The consistent application of appropriate boundaries when working with Customers

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| I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.  Name:  Signature:  Date: |