



## **HOMELINK SERVICE MANAGER (JOB SHARE) DESCRIPTION OF ROLE AND MAIN TASKS**

### **1. Purpose of Role**

To assist in the co-ordination, development and administration of Lewes District Churches HOMELINK in accordance with the policy determined by the HOMELINK Board of Trustees, to whom the Service Manager is responsible

### **2. Main Responsibilities and Tasks** (to be reviewed as appropriate)

#### (i) LIAISON

- liaise with identified agencies to ensure appropriate referral arrangements for applicants
- liaise with applicants, existing tenants, guarantors and estate agents / landlords
- close co-operation with the job share colleague

#### (ii) ADMINISTRATION

- maintain a register of applicants
- arrange for interviews of prospective applicants
- lead applicant interviews and manage follow-up
- process loan agreements
- maintain appropriate records of applications, lettings and loans issued
- signpost applicants to apply for appropriate welfare benefits
- liaise with Tenants, Agents and Landlords as required
- maintain Service Operations Manual

#### (iii) ASSISTANT SERVICE MANAGER & VOLUNTEERS

- assist in the training of volunteer interviewers
- liaise with and support Assistant Service Manager & volunteers as required

#### (iv) MONITORING

- report to the appropriate trustees, who will provide support and advice as required
- attend meetings of the Board or Management Committee to give regular reports
- report quarterly to Lewes District Council Housing Service
- report to annual meeting of supporters

#### (v) POLICY

- advise and assist the Board in the formulation of policy and planning of work

### **3. General requirements**

- maintain an objective, impartial approach to clients
- ensure equality of opportunity and treatment to all clients
- protect the confidentiality of all information relating to Tenants, Agents, Landlords and the administration of the scheme in accordance with data protection legislation
- adopt safe office practices in accordance with Health and Safety legislation and EU Regulations
- undertake any appropriate task as agreed with the Board

# Lewes District Churches **HOMELINK**

## **HOMELINK SERVICE MANAGER PERSONAL SPECIFICATION**



### **ESSENTIAL**

- ◆ in sympathy with the Christian values which underlie the work of HOMELINK
- ◆ good communication and liaison skills, comfortable on the phone as well as email
- ◆ ability to combine compassion with objectivity
- ◆ a 'people person' with strong client commitment and relationship-building skills
- ◆ ability to work on own initiative and forward plan
- ◆ good at multi-tasking and possessing a strong memory
- ◆ willing to react quickly to unforeseen matters and assimilate new information
- ◆ empathetic and patient, with sensitive interviewing skills
- ◆ confident in assessing clients' financial, as well as personal, circumstances
- ◆ able to make uncomfortable decisions
- ◆ strong office organisational skills, record keeping, database management
- ◆ computer literate, including WORD/Excel, and with Internet access
- ◆ demonstrate an ability to work in a professional and confidential manner at all times
- ◆ willing to work flexible hours

### **DESIRABLE**

- ◆ understanding of homelessness
- ◆ understanding of housing and benefits policies and procedures
- ◆ good knowledge of Lewes District area
- ◆ presentation skills
- ◆ ability to drive