



HOMELINK CLIENT 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 Client 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 CLIENT MANAGER & VOLUNTEERS

- assist in the training of volunteer interviewers
- liaise with and support Assistant Client 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 CLIENT 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
- ◆ strong office organisational skills, record keeping, database management
- ◆ computer literate, including WORD/Excel, and with Internet access
- ◆ willing to work flexible hours
- ◆ 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
- ◆ demonstrate an ability to work in a professional and confidential manner at all times

DESIRABLE

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