

MTVH ROLE PROFILE
Date: 27/11/2025

Role Title (External)	Housing with Support Manager	Directorate	Customer Service	Location	Designated Services in Patch
Reports To	Operations Manager	Function / Team	Care & Support	Geographical Spread	London / Midlands / East Anglia
Direct Reports	Yes	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
DBS Check Required	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>			Driving Licence	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	If yes for DBS check, which level is needed? Enhanced with Adult and Child Barred List.			Insurance check required	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

The nature of this role means that the post holder will be involved in regulated activity with vulnerable adults. To meet our commitment to providing safe, high-quality services to our customers we will complete an enhanced background check with the Disclosure and Barring Service, which will include a check of the Adults and Child Barred list, once an offer employment is made. A new check will be completed every three years.

Overall responsibility

Our sheltered housing service provides an on-site housing management and support service to enable people to live as independently with as much choice and control over their lives as possible. We aim to provide a stimulating and lively environment to help motivate people to engage with an active social life if they chose to. It is designed for customers over the age of 55 who want to enjoy living within a safe and secure community environment. This role provides an effective high-quality housing management service to all customers living in MTVH Sheltered accommodation including maintenance, health and safety and cleanliness of the schemes.

Key Responsibilities and Outcomes

- Receiving referrals and facilitating property viewing. At the same time assessing each person's housing and any support needs to ensure their suitability for the service in line with Metropolitans allocations policy for sheltered housing.

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- Carrying out a home visit 2-4 weeks after a customer has moved in to ensure they have settled in and confirm contact details to report housing management issues.
- Undertaking 6 monthly tenancy/household audits or whenever there is a change in circumstances.
 - Providing advice to customers to reduce, manage and maintain rent arrears and set up repayment plans.
 - Providing advice on Welfare reform/welfare benefits, budgeting and financial inclusion.
- To ensure people's homes are safe to live in and supporting customers to report repairs and manage incidences of Anti-social behaviour.
- Positively promoting customers to live independently by maintaining knowledge and links with community resources and specialist services and signposting accordingly.
- Co-ordinate works relating to a handy person service to undertake small minor works such as replacing light bulbs, putting up shelves.
- Working alongside Asset Management to identify residents who have a specific need relating to planned programme works.
- Complete referrals for property aids and adaptations to be installed in and around the home where required having regard to the requirements of the tenant ensuring the accommodation remains adequate.

Personal Competencies	Skills / Experience / Knowledge
<ul style="list-style-type: none"> • Flexibility to meet the needs of the customers. • Ability to remain assertive yet respond sympathetically and with understanding to customers in relation to often highly personal and distressing matters • The ability to self-direct, manage and prioritise workload. 	<p>Essential criteria:</p> <ul style="list-style-type: none"> • Knowledge and understanding of the relevant legislation relevant to this customer group. • A good knowledge of local statutory agencies. • Experience and awareness of the wellbeing and housing needs of vulnerable older persons.

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- Ability to lone work in the community and as part of a team.

- Understanding of the welfare benefits system and implications of welfare reform.
- Understanding of tenancy agreement rights and obligations.
- Excellent written and verbal communication skills.
- Good standard of numeracy, literacy and ability to use IT systems and software and have a good working knowledge of Microsoft Word, Excel and Outlook.
- Awareness of access pathways to Health, Care, support and advice agencies.
- Awareness of Adult safeguarding and Child protection procedures and responsibilities.

Desirable criteria:

- QCF Diploma or NVQ Level 3 in Health and Social Care or housing.

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.

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- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.