
Housing Manager – Marillac Housing Association

Marillac Housing is an Approved Housing Body set up to manage and maintain community housing and develop community living for people with intellectual disabilities within the Daughters of Charity Disability Support Services (DOCDSS). DOCDSS is transferring properties secured under a CAS arrangement to Marillac, an independent housing body who will assume responsibility for the management, administration and future development of the identified housing stock.

The DOCDSS is a Section 38 HSE voluntary organisation committed to providing a quality person centred service and high standard of living to people with an intellectual disability in the Dublin/Limerick/North Tipperary area. The DOCDSS is committed to providing individualised supports to people so that they can enjoy experiences, opportunities and lifestyles similar to their peers.

The Housing Manager will initially be involved in the set-up of Marillac approved Housing Body, ensuring the effective and efficient transfer of CAS residential properties to its portfolio. On completion of transfer, the Housing Manager will be responsible for approximately 100 houses and 450 tenants. There will also be a key role in sourcing future CAS properties, to meet existing service need, in accordance with National Plan on De-congregation, and to assist the DOCDSS in its regulatory and compliance requirements.

Job Title:

Housing Manager – Marillac Housing Association

Contract: Full Time Permanent, 37 hours per week.
Nine-month probationary period

Reporting to: Chair, Marillac Housing Association

Salary Range: €55,000 - €65,000 per annum depending on experience.

Location: Navan Road, Dublin 7.

A clean current valid driving licence will be required. Own transport required for business purposes. A public sector mileage allowance will be provided.

Relationships with other Jobs:

The successful candidate will be required to report to the Chair of Marillac Housing Association and work closely and in partnership with DOCDSS as described below.

Main Duties and Responsibilities:

1. Liaise with the DOCDSS and the relevant local authorities in relation to the allocation and letting of properties as per the Housing Association's Letting Policy.
2. Operate and manage the rental system as per the Housing Association's Rent Policy and Procedures, including the issue of appropriate tenancy agreements and registration with the RTB.
3. Deal with any tenant complaints arising, and deal with them in line with the Housing Association's complaints policy and procedures.
4. Preparation and implementation of planned preventative and reactionary maintenance plans in line with the Housing Association's Maintenance and Repairs Policy.
5. Participate in the ongoing review and updating of the Housing Association's Policies and Procedures.
6. Develop strong working relationships with members of the Local Authorities Housing Departments and other Statutory and Voluntary Organisations.
7. Maintain good, accurate and current records of all properties, tenants and issues arising.
8. Participate in the appraisal of new housing development opportunities.
9. Assist in the processing of funding applications for new developments and monitor and report on expenditure.
10. Work with partners and tenants to maximise tenant participation to ensure community integration and sustainable development.
11. Develop and implement "HAPM" key performance indicators for the Housing Association and make quarterly returns to the Irish Council for Social Housing (ICSH).
12. Preparation of returns to Housing Regulator, RTB, Charity Regulator etc.
13. Policies and Procedures Development.
14. Any other duties which may be assigned by the Board of the Housing Association.

The above list is not an exhaustive list of duties and responsibilities and additions/changes may be made at any time in relation to the changing needs of the Association.

Tenancy Agreements/Letting/Allocations:**Lettings/Allocations:**

15. Record any nuisances and take appropriate action.
16. Advise and implement anti-social behaviour policies and procedures. Ensure compliance by tenants with such policies and/or procedures.

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17. Offer a mediation process in residents' and other related issues.
 18. Inspect void properties. Manage void properties in accordance with the Housing Association's Letting Policy and relevant DOCDSS policies.
 19. Set up and forward the information on new tenancies to the Residential Tenancies Board.
 20. Liaise with the relevant local authority in respect of vacancies and allocation of vacant units.

Rent:

21. Identify rent arrears and manage cases of bad debt.
22. Monitor bank default notices and report outstanding tenants' accounts and collection of rent arrears. Advise and work with the DOCDSS in the management of rent arrears and propose various payment plan options in relation to offsetting areas.

Estate Management:

23. Act on behalf of the Housing Association to prepare, help, assist, implement and encourage constructive and innovative actions plans for the effective implementation of better estate management. When necessary, assist tenants in the improvement and maintenance of their accommodation, in close liaison with DOCDSS and necessary requirements to meet governance and compliance regulation.

To ensure:

24. Full compliance with all health and safety requirements and all aspects of housing asset management.
25. Full compliance with all relevant statutory and regulatory requirements regarding the safety of tenants in their homes and record management regarding this.
26. All houses meet the current minimum standards for rented accommodation.
27. All urgent health and safety matters are addressed, including during out of hours.
28. Appropriate insurance cover to protect the organisation in the event of personal injury or property damage.
29. All works and services are provided by appropriately qualified and/or competent persons.
30. Ongoing safety of tenants and visitors including whilst undertaking any works.
31. Clear policy on planned, cyclical and responsive repairs.
32. A void policy and procedure detailing how empty properties are managed, made available for letting, taking into account the cohort of residents.
33. Effectively managing stock condition survey and ensuring sufficient sinking fund provisions.

Repairs:

34. Organise a programme of planned cyclical maintenance, in liaison with the Director of Logistics, DOCDSS, and ensuring DOCDSS complies with various regulatory and compliance requirements. .
35. Manage inspections of dwellings and provision of condition reports.

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36. Record and identify causes of damage to property and ensure that it is remedied.
 37. Organise the repair of properties prior to re-letting.
 38. Implementing the repair service efficiently as per Marillac policy.
 39. Liaise with DOCDSS for sourcing, appointing, managing contractors and ensuring VFM, where appropriate.

Estate Development/Tenant Participation:

40. Implement pre-tenancy training courses for the tenants, parents, and/or guardians for all new housing developments.
41. Contribute to Newsletters.

Other:

42. Provide ongoing training to the DOCDSS staff, including managers and support service, and advise them of the Housing Association's policies and objective for tenant participation.
43. Positively promote the Housing Association's activities.
44. Maintain high standards regarding the Housing Association's health and safety obligations.
45. Exercise discretion in all aspects of the role.
46. Demonstrate that services are fair, transparent and consistent.
47. Ensure rental activity complies with original terms of funding requirements.
48. Ensure policies and procedures are clear, transparent and fit for purpose.
49. Evidence of continuous monitoring and improvement in service delivery.

Qualifications and Experience required:
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Applicants for the post will need to possess the following:

- Educated to degree in a relevant discipline (or equivalent).
- Relevant Professional Qualification desirable.
- Have a minimum of five years' experience working in a Housing Association/Estate Management environment.
- Have experience of, or knowledge of working in the area of processing grant/funding applications for capital assistance schemes.
- Full Clean Driving Licence and use of a car.
- Financial and Budget management skills.
- Good working knowledge of housing issues and key stakeholder requirements.
- Good understanding of Governance requirements for approved housing bodies (AHBs).
- Excellent interpersonal, organisational, management, communication (verbal and written) and analytical skills.
- Customer focused, self-motivated and uses common sense in decision making process.

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- Flexible, innovative, accurate, capable of working on their own initiative and as part of a team.
 - Ideally understands the disability sector and service provision and can deal with issues in a sensitive and emphatic way.
 - Excellent computer and IT skills.

It is expected that interviews for this position will take place week commencing 14th October 2019.

To apply:

Please email a copy of your CV and cover letter to info@marillachousing.ie

Please outline in your cover letter your suitability for the role, taking into account the criteria above. Only candidates short listed for interview will be contacted and remember to include a valid email address as this is the way you will be contacted.

Closing date for receipt of completions is 5.00 p.m. on Friday 27th September 2019.

Marillac Housing Association is an equal opportunities employer