

Housing Officer

Post and Grade:	Housing Officer
Working hours:	20 HPW to include weekends, early mornings & evenings
Pay Scale:	£10,180p.a.
Location:	YMCA Colchester
Reporting to:	Housing Manager, Chief Executive Officer & The Board of Trustees as and when needed.

Job purpose

- Assisting with the provision of a comprehensive Housing Management and Tenancy sustainment service for residents in YMCA Colchester, ensuring that tenants have the best chance for a sustainable, safe and secure tenancy.
- Contributing to ensuring that applicants are allocated housing according to need.
- Monitoring and reviewing the progress of residents within the scheme.
- To contribute to the development of an organisational culture that puts our Core Values at the centre of all we do.

Principal Responsibilities:

Tenancy Management

- Assisting with the take up of the Tenancy agreement and continuous management of the Tenancy and accommodation.
- Facilitating external networks.

Information

- Maintaining information relevant to the client group.
- Providing information about Move-on Accommodation schemes.
- Carrying out administration necessary for the post.

Operations

- Contributing to improvements in management services and systems.
- Ensuring services are available at times determined by the needs of the tenants.

Financial Resources

- Contributing to the control of income.

Main Functions – This outlines **What** the applicant will be expected to do in order to fulfil this job role.

Atmosphere

1. To create a safe and stable environment for the Young People, so they achieve to the best of their individual abilities.

Business

1. Meet with clients to assess the need for Tenancy management and sustainment services.
2. Ensure Tenants understand their obligations and their rights and responsibilities outlined in the Tenancy agreement.
3. Liaise with the Lead Officer concerning breaches of the Tenancy agreement and help seek resolutions.
4. Make regular visits to residents to ensure safety and security of the accommodation and deliver and monitor management of the same.
5. Represent YMCA Colchester in respect of informal and formal consultation with Tenants.
6. Contribute to ensuring that individuals are allocated housing according to need by Interviewing applicants who are likely to be offered accommodation and using other methods to verify the housing needs of applicants and confirm the housing priority to be given to applicants.
7. Provide referral agencies and applicants with information about the scheme.
8. Monitor and review the progress of residents within the scheme and provision of housing services.
9. Deal with Anti-social behaviour issues, serve notices and warnings in accordance with procedures and attend court hearings if required.
10. Contribute to ensuring the maximization of accommodation by liaising with maintenance and administrative staff to minimize void periods.
11. Assist with the take up of the Tenancy by developing and sustaining a professional relationship, including regular Additional Housing Management sessions.
12. Deliver housing services, e.g. obtaining furniture, arranging gas and electricity, registering with medical services and provides information on local services.
13. Provide information about the scheme by keeping detailed records, ensuring that these are accessible to the Housing Manager.
14. Ensure that any problems that may lead to loss of Tenancy are raised at an early stage with relevant parties.
15. Make reports and provide statistical analysis as required.
16. Participate in team and other internal and external meetings.
17. Ensure that all administrative functions of the service are adequate, properly performed and up to date.
18. Work with Tenants and colleagues to ensure that housing benefit claims are processed promptly and accurately.
19. Collect and process charges, rents etc as required and liaise with the Lead Officer and Administrative colleagues to negotiate agreements for payment of arrears.
20. Contributes to control of income by recording and accounting for payments received from Tenants.
21. Identify, contribute to and make recommendations for improvements in services and systems by encouraging customer feedback on management services.
22. Maintain information relevant to the client group including information on issues and organisations relevant to the welfare of vulnerable people.
23. Inform and consult with customers and Tenants.
24. Monitor services after implementation against expectation.
25. Ensure services are available at times determined by the needs of the residents
26. Arrange a high volume of repairs and maintenance compared to that required in general needs housing.
27. Act as a point of contact in emergencies and when out of hours' services are needed.

28. Ensure problems are fully reported and investigated and take action to resolve problems or take holding action until a permanent solution is found.
29. Monitor the quality and ensure the timely delivery of Tenancy related services including grounds maintenance and pest control services.
30. Work to ensure the general security of the buildings including testing the alarms, monitoring and entry/communication systems where applicable.
31. Delivering housing services including arranging the servicing of appliances and advice on the safe use of equipment and appliances, where applicable.

Compliance

1. Review housing management services with customers and record their feedback.
2. Undertake property inspection, health, and safety monitoring relating to accommodation habitability in liaison with other staff including maintenance staff and work with colleagues to ensure that health and safety checks and annual risk assessments of the schemes are completed.
3. Explain the landlord's and the Tenant's rights and responsibilities under the Tenancy Agreement and arrange sign-ups.
4. Proactively keep up to date with developments in housing management and current housing issues.
5. Ensure Tenants claim community care grants, housing benefit and other benefits as applicable to ensure recovery of rent and service charges.
6. To ensure that all relevant policies and procedures for YMCA Essex are read, understood and carried out.
7. To ensure any data kept is done so in conjunction with our data protection policy.
8. To have an understanding to keep a balance between the Christian, charitable and commercial aspects of the Association's work.

Personal

1. To Liaise with the Deputy Housing Manager, Housing Manager, Chief Executive Officer, Board of Trustees, students and volunteers within the YMCA and External Agencies, parents, young people and members of the public.
2. To be a professional, dedicated and integral part of the Housing Team that supports the Management Team & C.E.O in running the services that the YMCA Essex offers.
3. To carry out other tasks which may from time to time be required by the Deputy Housing Manager, Housing Manager & Chief Executive.

Core Values – These values outline **How** the applicant will carry out the Main Functions of this job role.

- **Christian** – inspired by faith, hope and love
- **Caring** – here to help everyone we can
- **Creative** – always looking for new opportunities
- **Committed** – aiming for excellence in all we do

Terms and conditions:

This job description sets out the task requirements of this post. Along with the Staff Handbook and the Terms of Appointment it forms the terms and conditions of employment within the Association.

It is recognized that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended to reflect the changing

nature of the job. Such reviews will be carried out in consultation with the staff concerned and one month's written notice given of any change in the job description.

Other Duties

To undertake any other specific duties and responsibilities as may be assigned by the immediate Line Manager or anyone else designated by the Housing Manager, as necessary. To work in a flexible way to ensure that the workload is completed and to undertake any other jobs commensurate with the seniority of the post.

Discretion to Act

To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of clients and colleagues, and the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate Manager.

Relationships

To establish, maintain and enhance team-working with colleagues and staff of YMCA Colchester and to keep confidential all information about individuals and the business. Any breach of confidentiality is extremely serious and may lead to dismissal

Personal Development

To play an active role in the development and implementation of your individual development plan.

Association Ethos

To enable the aims, objectives, ethos and core values of the Association. The Association is committed to equality of opportunity in recruitment, employment and service delivery and expects all staff to abide by our Equality and Diversity Policy.

Health and Safety

To adhere to the Association's Health and Safety policies at all times.

Line Management Responsibility

No direct line management but the post holder will be expected to supervise trainees, volunteers, temporary workers and work experience placements as required.

Person Specification

Please ensure that you address all the requirements marked with an **"A"** in the final column as we will be looking for this information when Shortlisting candidates.

Criteria	Requirements	*How the requirements are Assessed
Experience and Knowledge	1.1 Current in depth knowledge of housing issues and legislation particularly relating to homelessness	A, I, T
	1.2 Knowledge of the benefits and welfare system	A, I
	1.3 Knowledge of the external bodies associated with, and/or affiliated to intensive housing management	A, I, T
	1.4 Experience of working in a housing project with vulnerable / challenging adults	A, I
	1.5 Experience of report writing and completing statutory reports	A,I
	1.6 Experience of working with a diverse range of people including, those with addiction issues and young people	A,I
	1.7 Experience of working in and handling stressful situations	A,I
Training & Education	2.1 Training relevant to intensively managed housing and the client group	A,I
	2.2 Excellent level of education (literacy, IT and numeracy)	A,I
Skills & Abilities	3.1 Ability to demonstrate an empathetic and person centred approach, in particular with relation to issues pertaining vulnerable adults.	I, T
	3.2 Ability to demonstrate and understand the importance of effective team working	I
	3.3 Ability to work with minimal or no supervision and use initiative	I, T
	3.4 Ability to multi task and prioritise using effective organisation and planning skills	A,I
	3.8 Ability to problem solve	I, T
	3.9 Excellent communication skills	A, I, T
	3.10 Ability to work with discretion, integrity and confidentiality	I
Other work related requirements	5.2 Willingness to undergo a satisfactory enhanced CRB check	D
	5.3 Understanding of the needs of people from diverse cultural, social and racial backgrounds	A, I
	5.4 Flexibility with regard to working hours as required including availability to work on an on-call rota as required and provide cover sometimes at short notice	A, I

	5.5 Ability to travel between accommodation sites	A, I
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*When Assessed – **(A)** on Application form, **(I)** At Interview, **(T)** During Test, **(D)** From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), work samples, driving license etc.