**Who we are and what we do**

YMCA Essex has a 44 room, supported housing unit on Magdalen Street in Colchester. We house young people aged 16-25, supporting them towards independent living and enabling them to become responsible adults. We encourage and support them into work, education or training and to be able to maintain a tenancy and look after themselves when they leave YMCA. Residents can live at the YMCA for a two-year period after which time we assist them in moving onto independent living.

**You**

Have an active care and concern for the community, work in an inclusive way, welcoming the diverse needs of our young residents. You are tolerant, understanding and non-judgemental. You have an interest in the needs of young people and a thirst to support them towards being the best they can possibly be.

You have experience of working in supported or general needs housing, support planning, risk assessments, working with young people and a great knowledge of welfare benefits, grants and other sources of income available. You have housing management, rent accounting and tenancy sustainment expertise as well as experience of dealing with anti-social behaviour and resident engagement.

Your IT skills are current with a good understanding of Microsoft packages and Sharepoint and you have an excellent level of education. You are experienced in working in and handling stressful situations. You are flexible and adaptable in regard to working hours and are able to take part in an on-call rota evening and weekend rota. You have a driving licence or can get to Magdalen Street at any time of day or night (if on call) within 30 minutes.

As a great communicator you are able to demonstrate an empathetic and person centred approach, problem solve on a daily basis, work with minimal supervision and with discretion and integrity whilst respecting confidentiality.

**The vacancy**

The Housing Officer role is 37.5 hours a week on an 8am – 8pm Monday to Friday rota basis and is based in Colchester. Your time will be spent supporting tenants towards independent living by assisting them to claim and maintain benefits, learn about successful budgeting, to eat healthily and keep themselves safe and healthy both physically and mentally. You will also interview prospective tenants, carry out room checks, fire checks, assist with our food distribution scheme, collect rent and arrears, attend appointments with the young people as and when necessary, take an active role in resident engagement and support the management team.

**Closing date 5pm 22 October 2021 - we reserve the right to close the vacancy early.**

**How to apply**

Please visit our website at [www.ymcaessex.org.uk](http://www.ymcaessex.org.uk) to download an application form and job description.