Housing Assistant

Post and Grade: Housing Assistant

Working hours: 25 hours pw M – F 3pm – 8pm

Location: YMCA Colchester

Reporting to: Head of Housing, 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 licence/tenancy sustainment service for residents in YMCA Colchester, ensuring that tenants have the best chance for a sustainable, safe and secure licence/tenancy.
* Maintaining the safety and security of the project at weekends
* 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:
License/tenancy Management

* Assisting with the continuous management of the licence/tenancy and accommodation.
* Assisting with the collection of rent and the maintenance of benefit claims

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.

1. Reliability and consistency- to provide a reliable and consistent approach to work and working with young people.
2. To create a safe and stable environment for the young people, so they achieve to the best of their individual abilities.
3. To aid the young people in maintaining their licence/tenancy by guiding and assisting them in their responsibilities such as the payment of licence charges/rent and council tax
4. Maintaining the safety and security of the building at the weekend

Business

1. Meet with residents to assist with licence/tenancy management and sustainment services.
2. Help residents tenants understand their obligations and their rights and responsibilities outlined in the licence/tenancy agreement.
3. Liaise with the weekday Housing Officers concerning breaches of the licence/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. Assist with formal and informal resident consultation.
6. Provide referral agencies and applicants with information about the scheme.
7. Monitor and review the progress of residents in terms of physical and mental wellbeing.
8. Assist with anti-social behaviour issues, and warnings in accordance with procedures
9. Understand void and relet process to minimise void periods.
10. Develop and sustain a professional relationship with residents.
11. Provide information about the scheme by keeping detailed records, ensuring that these are accessible to the Housing Manager./Head of Housing
12. Ensure that any problems that may lead to loss of licence/tenancy are raised at an early stage with relevant parties.
13. Participate in team and other internal and external meetings.
14. Ensure all administrative functions of the service are adequate, properly performed and up to date.
15. Work with residents and colleagues to ensure housing benefit claims are maintained and evidence uploaded in a timely manner
16. Collect and process rents/licence charges and recharges as required and liaise with the Housing Manager/Head of Housing and colleagues to negotiate agreements for payment of arrears.
17. Identify, contribute to and make recommendations for improvements in services and systems by encouraging resident feedback.
18. Record repairs and maintenance requests for tenants, the communal areas and activity centre.
19. Ensure problems are fully reported and investigated and take action to resolve problems or take holding action until a permanent solution is found.
20. Work to ensure the general security of the buildings such as managing sign in sheets, building walks and managing visitor entry, exit and unauthorised guests.
21. Ensure users of our hall are provided access to the facility, that waste is removed on exit and the facility is tidy safe and secure.

Compliance

1. Assist with property inspections and health and safety monitoring relating to individuals holding a licence/tenancy.
2. Proactively keep up to date with developments in housing management and current housing issues.
3. Ensure residents pay their personal charge and submit required information to Housing Benefit and Universal Credit
4. To ensure all relevant policies and procedures for YMCA Essex are read,
understood and carried out.
5. To ensure any data kept is done so in conjunction with our GDPR and our data protection policy.
6. 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 Housing Officers, Housing Manager, Head of Housing, 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, 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 Housing Manager, Head of Housing & 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 recognised 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.

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| **Criteria** | **Requirements** | **\*How the requirements are Assessed** |
| **Experience and Knowledge** | 1.1 Basic knowledge of housing and homelessness issues | **A, I, T** |
| 1.2 Awareness and understanding 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 with vulnerable / challenging young people or adults | **A, I** |
| 1.5 Experience of working with a diverse range of people including, those with addiction issues and young people | **A,I** |
| 1.6 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. | **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 DBS check | **D** |
| 5.3 Understanding of the needs of people from diverse cultural, social and racial backgrounds | **A, I** |
| 5.4 Flexibility around 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** |

\*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.