

## **JOB PROFILE**

### **Housing Co-ordinator**

#### **Permanent Contract**

- Location:** LandAid House, Errol Street, Islington with multiple site locations.
- Responsible to:** Housing and Youth Manager
- Responsible for:** Team Leaders, Assessment & Referral Worker, Housing Worker Assistants and Volunteers.
- Salary:** Grade F.1 £32,807
- Hours:** 35 hours per week 10.00am to 6.00pm or 11.00am to 7.00pm, with occasional shifts 8.00am to 4.00pm and 2.00pm to 10.00pm, including weekends.
- The post holder will be required to be part of the on-call rota.
- Annual leave:** 33 days per annum including public holidays
- Other Benefits:** Pension scheme, interest free season ticket loan, and a free confidential telephone counselling service.
- Job Purpose:** The post holder will be responsible for the day-to-day operational running, including the management of the homeless accommodation project LandAid House. They will ensure their team provides quality information, advice and guidance service, helping young people to build a future of their choosing; thus helping to embed a Psychological Informed Environment. They will be responsible for ensuring residents are provided with support with claiming all relevant benefits that they are entitled to, for prevention of rent arrears; as well as, all voids and referrals are managed and maintained and that all young people are fully inducted into the service.
- Job Context:** The housing project currently provides short term temporary accommodation for 146 single homeless vulnerable young people aged 16 to 25 from a variety of backgrounds including: offending, mental health, domestic violence and alcohol & drug abuse. The accommodation project is open 24/7 – 365 days a year.

### **1. Duties and Responsibilities**

#### **Housing Management**

- To oversee the day to day operation of the Housing Department and ensure that the residents are receiving the best practice possible in line with your line manager.

- To be responsible for developing and reviewing policies, processes and procedures to ensure the effective running of the hostel.
- Deliver the workplan through quarterly plans detailing specific objectives, activities and anticipated outcomes including contract requirements.
- To be responsible for incidents and complaints management and report in line with City YMCA policies and procedures, ensuring all incidents and complaints are investigated and sanctions are given when appropriate.
- To be responsible for the evictions and abandonments in line with housing legislation and best practice.
- To manage the Association's Housing stock to a high standard and ensure that repairs are actioned in accordance with set targets and standards and take corrective action where repairs are not carried out or below standard.
- To co-ordinate pre-void inspections, re-letting works, needs and risk assessments and move-ins.
- Motivate the team and initiate a creative, innovative and person centred approach to working with young people.
- Ensure the team is the main source of benefit information, advice and guidance to residents.
- Ensure the team helps residents to sustain their license agreement.
- To conduct and ensure staff conduct monthly meetings with assigned caseload of young people to address: rent, license agreement, resident involvement, life skills and move-on.
- Ensure that all records and databases are kept up-to-date and that information is input in a timely and accurate manner.
- Ensure the smooth running of the accommodation on a day-to-day basis including reporting faults and cleaning issues in a timely fashion.
- Collate and write housing management reports as specified by your line manager.
- Review case files of the residents and ensure they are receiving the help in line with policy and procedure.
- To ensure that all relevant Core, CRF and CSS forms are completed and inputted digitally throughout the year, in line with central government regulations.
- To ensure that all monthly quality checks are completed in agreement with your line manager.
- Work collaboratively with your line manager to implement the 'For Youth' accreditation and embed a Psychological Informed Environment.
- To be responsible for the safety and security of the accommodation project.
- Liaise with tenant groups, property professionals, police and other support and welfare organisations including social workers, voluntary agencies, etc.
- To ensure that the management of the service is responsive to the needs and demands of the clients.

### **External Agencies**

- To coordinate robust referral systems (for referrals into and out of the accommodation) and room booking procedures as determined by your line manager.
- In liaison with your line manager, ensure effective communication with external referral agencies, private landlords or other sources.
- To source new residents under the direction of your line manager.

### **Licence Agreement**

- To ensure licence agreements are in line with legislation and best practice at all times, ensuring breaches are effectively reported to your line manager.
- To ensure that the move-in pack and policy and procedure are reviewed yearly and are being adhered to at all times.

- To ensure that the H & S room checks are completed and warnings are issued in line with the policy and procedure.
- To be responsible for maintaining strong links with a range of stakeholders in order to maximise referrals.

### **Income Maximisation**

- Deliver a robust monitoring mechanism ensuring maximisation of occupancy.
- In consultation with the Rent Support Coordinator, oversee agreements to reduce arrears and initiate remedial action accordingly in line with City YMCA's policies and procedures.
- Develop and implement a robust monitoring system to actively manage rental income and any arrears within the targets set by your line manager.
- Produce reports on rental income, void levels, maintenance issues and other information as required for management of accommodation.

### **Resident Involvement**

- In collaboration with the Resident Engagement Co-Ordinator identify relevant external agencies or in-house structures to facilitate transition of young people.
- To source and negotiate move-on opportunities with housing providers.
- Develop and manage resettlement activities/opportunities for vulnerable young people.
- Support the implementation of the Resident Involvement Strategy as guided by your line manager.
- Monitor, report and improve levels of customer satisfaction, by ensuring the relevant KPI's are set and monitored.

### **Regulatory Standards and Compliance**

- To ensure all staff work in line with the organisation's Child Protection and Safeguarding policies and procedures.
- To develop Housing Services in line with the Housing Regulation Framework guidelines and to assist in any Inspections.
- Perform regular quality checks as specified by your line manager.
- Be a designated Safeguarding Officer, ensuring safeguarding matters are appropriately managed in accordance with the organisation's Safeguarding Policy and Procedure.

### **Reception Operations**

- Account for all cash, cheques and credit card payments on a daily basis and arrange safe banking.
- Maintain cash-handling procedures and other transaction procedures to the highest levels of accuracy in line the City YMCA's policy and procedure.
- Maintain the highest standards of customer care in all customer-facing interactions; ensure all customers are greeted, queries/calls are answered professionally at all times.
- Ensuring the team greet, answer queries and calls professionally at all times.
- Ensure a tight access control system is adhered to at all times by staff.
- Positively represent City YMCA as the first point of contact when at front reception and also to external agencies, third parties and at relevant local meetings.
- Manage the reception area to ensure health, safety and hygiene standards are met, including incident reporting.

### **Foyer Reception Operations**

- To manage the front reception when the Concierge position is not on duty.
- To ensure the common areas are tidy at all times.
- To manage bookings for meeting rooms.

- To manage any admin duties including reporting of any maintenance concerns and gym memberships.

### **Staff Management**

- Provide line management to the Housing Team and ensure that the staffing levels are appropriate at all times in line with City YMCA's policy and procedures, ensuring staff work toward target achievement. This will include managing annual leave, time off in lieu, sickness, timesheets, rotas, regular work reviews, recruitment and selection of new staff and performance within the team.
- Identify, develop and implement appropriate training programmes for staff including awareness of working with young people, complaint handling and customer care skills.
- Ensuring effective duty rota development and implementation in liaison with your line manager.
- Ensure that City YMCA's policies and procedures are understood and implemented by the housing department.

### **2. Other**

- Contribute constructively to the Housing Team by implementing handover procedures and attending internal meetings; ensuring effective communication and information is shared and maintained at all times.
- To represent the organisations at various relevant external forums and meetings.
- Maintain and develop the processes and procedures of best practice for care, support and supervision for vulnerable young people.
- Maintain a thorough knowledge of housing legislation, City YMCA's Code of Conduct, Finance Policies and Procedures and Human Resources Policies and Procedures and act within them at all times.
- To undertake other duties commensurate with grade and status.
- To provide cover at any City YMCA site for holiday or sickness within the housing department.
- Carry out all duties with due regard to the Ethos, aims and purposes of City YMCA and its Christian basis.

### **3. Scope and limits of authority**

- To be responsible for ensuring 24/7 rota coverage.
- Responsible for resident's information systems at the accommodation project (manual and computerised) and in particular AMIS.
- The banking and processing of all monies received at reception.
- To be responsible for the issuing of petty cash and collecting all receipts in line with Finance policies and procedures.

### **General**

- Maintain a thorough knowledge of City YMCA London's Code of Conduct, Finance Policies and Procedures and Human Resources Policies and Procedures and act within them at all times.
- Ensure that young people are given appropriate opportunities to participate in the work of City YMCA. You may be required to participate in young people's steering groups and forums throughout the year, which may involve working in the evenings or maybe even during the weekend if part of a steering group.

## Person Specification

### Housing Co-ordinator

<b>Knowledge and Qualifications</b>	
Educated to Level 4 or equivalent in Housing or be prepared to undertake studying in this area.	Essential
Knowledge, understanding and awareness of <ul style="list-style-type: none"> <li>• Health and safety provisions and requirements in a residential project.</li> <li>• Current housing legislation and regulations.</li> </ul>	Essential
Has an understanding of Housing Income Streams.	Essential
Has an understanding of the psychological informed environment approach.	Essential
Has a Level 3 or equivalent in First Line Management qualification or equivalent.	Essential
<b>Experience</b>	
Minimum of at least three years' experience of working with young people.	Essential
Experience of managing staff.	Essential
Experience of working within a psychological informed environment.	Desirable
Three years' experience of working within the housing sector.	Essential
Experience of working at the front desk (reception) setting.	Desirable
Experience of dealing effectively with difficult client groups.	Essential
Significant experience of managing arrears.	Essential
Experience of meeting performance standards and key performance indicators.	Essential
<b>Abilities and Skills</b>	
Ability to manage and motivate staff effectively and to promote good team work.	Essential
Excellent communication skills with the ability to produce timely and accurate reports in line with deadlines.	Essential
Ability to work constructively as a leader of a team and within a multi-agency framework.	Essential
Relationship Building – ability to develop and maintain constructive relationships with key internal and external stakeholders.	Essential
Ability to organise self and others to maintain high standards of service and lead teams to desired goals, using own initiative.	Essential
Excellent organisational and problem solving skills.	Essential
A commitment to equal opportunities in service delivery and diversity in employment practices.	Essential
IT proficiency including working with database systems.	Essential
Willingness to work flexibly in response to changing organisational requirements.	Essential