

## **JOB PROFILE**

### **Housing Worker**

#### **Permanent Contract**

<b>Location:</b>	Based at Monarch Court, Hackney Wick
<b>Responsible to:</b>	Housing Co-ordinator
<b>Responsible for:</b>	n/a
<b>Salary:</b>	<b>Grade C.1</b> £20,548 per annum pro rata for <b>21 hours</b> per week, <b>£12,329</b>
<b>Hours:</b>	<b>21 hours</b> per week to be worked on a shift rota basis including working a minimum of 3 weekends out of 5 along with regular shifts; (for example: 8.00am-4.00pm, 10.00am-7.00pm, 2.00pm-10.00pm mostly).
<b>Annual leave:</b>	28 days per annum pro rata <b>17 days</b> (inclusive of public holidays)
<b>Other Benefits:</b>	Pension scheme and free confidential telephone counselling service
<b>Job Purpose:</b>	The aim of this post is to provide a direct housing service to vulnerable young people aged 16 – 25. This post will assist young people to move on to independent living including referral management, initial assessments, upholding of house rules, benefit support, budgeting and life skills support. This post requires close working with a range of agencies such as Floating Support, Housing Services, Housing Benefits and Children Services. They will provide quality information, advice and guidance and support to Residents with regards to the claiming of housing related benefits. To work with colleagues to reduce rent arrears whilst following Rent Policy regarding arrears and notification periods. To work with the Rent Coordinator to recover rent arrears from residents and ensure that payments plans are drawn up and carried through.

#### **Job Context:**

The housing project provides short term temporary accommodation for 87 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 hostel reception is open 24/7 – 365 days a year.

#### **Principal duties and responsibilities**

##### **Housing Operation**

- Ensure all incidents and complaints are reported and dealt with in line with organisations processes.
- To be the main source of benefit information, advice and guidance to residents.
- To conduct regular meetings with assigned caseload of young people to address: rent, license agreement, I, A & G, resident involvement, life skills and move-on.

- To make referrals to relevant agencies to ensure young people's support needs are addressed including access to Floating Support or Chaplain.
- Ensure all complaints, incidents of anti-social behaviour and harassment are fully investigated and dealt with, and take appropriate enforcement action to ensure effective resolution including legal remedies where necessary.
- To carry out pre-void inspections, arrange re-letting works, obtain nominations, assess applications and complete new licence agreements
- Ensure the timely processing of new entrants as directed by the Team leader to achieve void turnaround target
- Working closely and cooperatively with the P&F Department, ensure that repairs are reported in a timely manner
- To actively source and manage move-on opportunities for residents with housing providers and complete move-on referrals accordingly.
- Correctly and promptly administer all paperwork and computerised necessary (including updating database systems (AMIS), filing and maintaining current, ex-residents and referrals files) for the effective and efficient functioning of the housing team.

### **External Agencies**

- To build and maintain good working relationships with external agencies to benefit the support needs of the residents (including referral, workshops, move-on, education, training and employment opportunities).

### **Licence Agreement**

- Carry out effective induction programme for new residents ensuring accurate assessment and identified areas for ongoing license sustainment in line with the Housing Manager.
- To help residents maintain their license agreements by providing licence agreement sustainment guidance including budgeting skills, arrears, housing benefit, income support/job seekers allowance and anti-social behaviour.
- To manage relations and negotiations with residents ensuring that issues are addressed promptly, fairly and constructively, and ensure they comply with their licence agreements.

### **Income Maximisation**

- To work proactively with the residents to minimise rent arrears.
- To actively manage rental income and manage any arrears for an assigned caseload of residents within the target set by the Housing Manager.
- To reach agreements to reduce arrears with residents and initiate remedial action accordingly, in line with City YMCA's policies and procedures.
- Inform the RSC of any circumstances that may impact upon successful rent collection

### **Resident Involvement & Regulatory Standards and Compliance**

- Ensure all residents have the opportunity to shape and influence service delivery in relation to housing management in accordance with Tenant Services Authority guidelines.
- To carry out risk assessments and health and safety inspections, taking appropriate action to comply with legal and local authority regulations and standards.

### **Reception Operations**

- Located at the front desk, you will act as the main point of contact for all City YMCA stakeholders, creating a positive and professional impression at all times and fulfilling residents, catering and conference users, contractor and visitor's needs.
- Greet all customers and assist them accordingly and in a professional manner at all times.
- Answer telephones promptly and professionally making sure that the caller receives correct information. Handle queries and complaints appropriately.

- Carry out all bookings, sales and administration procedures accurately.
- Ensure the front desk area is kept clear and tidy at all times.
- Ensure access control is adhered to at all times.
- Implement the City YMCA's cash handling procedures to ensure an effective, efficient and well monitored operation.
- Maintain a thorough knowledge of all City YMCA's activities, facilities and services provided.

### **Other**

- Follow the robust monitoring procedures as guided by the Housing Manager.
- Maintain a thorough knowledge and work within all City YMCA's Policies and Procedures (i.e. Code of Conduct, Child Protection and Safeguarding and Health & Safety policies & procedures, as well all policies & procedures in relation to housing and reception duties).
- Maintain a thorough knowledge of current housing legislation and welfare benefits.
- Undertake other duties commensurate with grade and status
- Attend regular supervision and other personal development activities (training events and occasional overnight).
- To provide cover at any City YMCA site for holiday or sickness within the housing department.

### **Scope and limits of authority**

- Administration information systems (manual and computerised) and in particular Amis and referrals, current and ex-resident files.
- The processing of all monies received at reception.

## Person Specification Housing Worker

<b>Knowledge and Qualifications</b>	
Has a NVQ Level II or equivalent in Housing, Information, Advice & Guidance or Youth work or equivalent.	Essential
Knowledge, understanding and awareness of issues faced by young people	Essential
Knowledge of: <ul style="list-style-type: none"> <li>• Health and safety provisions and requirements in a residential project</li> <li>• Current housing legislation –welfare benefits</li> </ul>	Desirable
Knowledge of customer services standards and procedures	Desirable
Has an understanding of adolescent development	Desirable
<b>Experience</b>	
At least one year's experience of working in the housing sector	Desirable
Minimum of one year's experience of working with young people	Essential
Experience of working in a client facing role	Essential
Money handling experience	Desirable
<b>Abilities and Skills</b>	
Ability to form supportive relationships with service users always maintaining professional boundaries	Essential
Willingness to work flexibly in response to changing organisational requirements	Essential
Excellent communication skills (verbal and written)	Essential
Ability to work constructively as a member of a team and within a multi-agency framework	Essential
Excellent customer care skills and telephone manner	Essential
Intermediate IT skills	Essential
An organised approach to work and good administrative skills	Essential
Enthusiasm and ability to work using own initiative	Essential
Skilled in dealing with people with complex needs	Desirable
Ability to dealing with challenging behaviour in a calm and constructive manner	Desirable