

JOB PROFILE

Housing Worker Assistant

Permanent Contract

Location:	Based at Monarch Court, Hackney Wick
Responsible to:	Senior Housing Worker
Responsible for:	N/A
Salary:	Grade B1. £18,702 per annum pro-rata for 14 hours per week, £7,481
Hours:	14 hours per week mostly weekends (for example: 8.00am-4.00pm, 10.00am-7.00pm, 2.00pm-10.00pm) but may need to cover during the week or be available for training
Annual leave:	28 days per annum pro rata 11 days (inclusive of public holidays)
Other Benefits:	Contributory pension scheme and free confidential telephone counselling service
Job Purpose:	The aim of this post is to help the housing team to provide a quality front desk service for City YMCA, acting as the main point of contact; ensuring you fulfil the needs and requirements of our service users. This post will assist Housing Workers in taking rent payments, answering the telephones in a polite and professional manner, providing basic information, advice and guidance, helping young people to call external agencies, upholding of house rules and assist Housing Workers with other duties as and when required.

Job Context:

The housing projects provides short-term temporary accommodation for 87 (Monarch Court) and 147 (Errol Street) single homeless vulnerable young people aged 16 to 25 from a variety of backgrounds. The hostel reception is open 24/7 – 365 days a year.

Principal duties and responsibilities

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, 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 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.
- Ensuring the first aid box is accurately replenished
- Handing out hoovers/irons to residents
- Opening doors when residents lock themselves out
- Issuing fob keys to residents

Housing Operation

- Ensure all incidents and complaints are reported and dealt with in line with organisations processes.
- To assist Housing Workers with benefit information, advice and guidance to residents.
- To support Housing Workers with 1-2-1 key working sessions
- To support Housing Workers in making referrals to relevant agencies to ensure young people's support needs are addressed including access to Floating Support.
- To assist Housing Workers with investigations of incidents of anti-social behaviour and take appropriate enforcement action to ensure effective resolution including legal remedies where necessary. This includes viewing CCTV footage to bring incidents to a swift resolution.
- To assist Housing Workers with carrying out pre-void inspections, arrange re-letting works, assess applications and complete new licence agreements
- Ensure the timely processing of new entrants as directed by the Senior Housing Worker to achieve void turnaround target
- Working closely and cooperatively with the P&F Department, ensure that repairs are reported in a timely manner
- To be responsible for a small caseload as a secondary keyworker
- 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

- To assist Housing Workers carrying out effective move-in induction programme for new residents ensuring accurate assessment and identified areas for ongoing license sustainment in line with the Housing Manager.
- To assist residents maintain their license agreements by providing licence agreement sustainment guidance including, arrears, housing benefit, income support/job seekers allowance and anti-social behaviour.
- To help 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 assist the Rent Coordinator in managing rental income and any arrears for residents.
- Inform the Rent Coordinator of any circumstances that may impact upon successful rent collection

Resident Involvement & Regulatory Standards and Compliance

- To assist residents to have the opportunity to shape and influence service delivery in relation to housing management in accordance with Homes and Community guidelines.
- To assist Housing Workers carrying out risk assessments and reception health and safety inspections, taking appropriate action to comply with legal and local authority regulations and standards.

Other

- Follow the robust monitoring procedures as guided by the Housing and Youth 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).
- To develop 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 Assistant**

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