JOB PROFILE

Housing Associate

Permanent Contract

Location: LandAid House, Errol Street, Islington with multiple sites.

Responsible to: Housing Team Leader

Responsible for: N/A

Salary: Grade B1. £19,363 per annum

Hours: 35 hours per week to be worked on a shift rota basis covering Monday to Sunday between 8.00am to 4.00pm, 10.00 to 6.00pm, 11.00am to 7.00pm and 2.00pm to 10.00pm.

Annual leave: 28 days per annum (inclusive of public holidays)

Other Benefits: Pension scheme, interest free season ticket loan and a free confidential telephone counselling.

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, thus embedding a psychological informed environment.

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 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
• Support the team in embedding a psychological informed environment.

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.

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 (Inform), 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.

2. **Other**
- Follow the robust monitoring procedures as guided by the Housing and Youth Manager.
- To represent the organisations at various relevant external forums and meetings.
- 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.

3. **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 Associate

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<tr>
<th>Knowledge and Qualifications</th>
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<tr>
<td>Has a NVQ Level II or equivalent in Housing, Information, Advice &amp; Guidance or Youth work or equivalent.</td>
<td>Desirable</td>
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<tr>
<td>Knowledge, understanding and awareness of issues faced by young people</td>
<td>Essential</td>
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<td>Knowledge of:</td>
<td>Desirable</td>
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<tr>
<td>• Health and safety provisions and requirements in a residential project</td>
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<td>• Current housing legislation – welfare benefits</td>
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<td>Knowledge of customer services standards and procedures</td>
<td>Desirable</td>
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<tr>
<td>Knowledge and an understanding of the psychological informed environment approach.</td>
<td>Desirable</td>
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<td>Has an understanding of adolescent development</td>
<td>Desirable</td>
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<th>Experience</th>
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<td>At least one year’s experience of working in the housing sector</td>
<td>Desirable</td>
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<td>Minimum of one year’s experience of working with young people</td>
<td>Desirable</td>
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<td>Experience of working in a client facing role</td>
<td>Essential</td>
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<td>Experience of working in a psychological informed environment</td>
<td>Desirable</td>
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<td>Money handling experience</td>
<td>Desirable</td>
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<th>Abilities and Skills</th>
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<td>Ability to form supportive relationships with service users always maintaining professional boundaries</td>
<td>Essential/Desirable</td>
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<td>Willingness to work flexibly in response to changing organisational requirements</td>
<td>Essential</td>
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<td>Excellent communication skills (verbal and written)</td>
<td>Essential</td>
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<td>Ability to work constructively as a member of a team and within a multi-agency framework</td>
<td>Essential</td>
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<td>Excellent customer care skills and telephone manner</td>
<td>Essential</td>
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<td>Basic IT skills</td>
<td>Essential</td>
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<td>An organised approach to work and good administrative skills</td>
<td>Essential</td>
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<td>Enthusiasm and ability to work using own initiative</td>
<td>Desirable</td>
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<td>Skilled in dealing with people with complex needs</td>
<td>Desirable</td>
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<td>Ability to dealing with challenging behaviour in a calm and constructive manner</td>
<td>Desirable</td>
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