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**JOB DESCRIPTION:** Housing Support Officer

**RESPONSIBLE TO:** Housing Services Manager

St Helens YMCA is a large and diverse organisation, which endeavours wherever possible to cater for the needs of the community.

It is therefore essential that the Housing Support Officer be a person who will involve themselves in the overall work of the YMCA.

The post holder must be flexible in their attitudes and in their methods of application which will be necessary for them to undertake the duties involved successfully.

**ROLE:**

To assist the Housing Services Manager in the running of the YMCA’s accommodation provision and provide an efficient housing support service to the residents as a member of the housing team.

**MAIN TASKS:**

A. Housing Management and Administration

B. Resident Support

C. Team Work

D. Maintenance

E. General

1. **HOUSING MANAGEMENT & MAINTENANCE**
2. Ensure that all files and records are kept up to date and appropriate entries are made in the Day Diary / Log Book
3. Check and reconcile rent accounts, chasing up any arrears and resolving queries/problems – reporting to the Housing Services Manager as needed
4. To conduct Mainstay interviews of applicants which includes risks and needs assessment. Following matching to YMCA services, before accommodation is offered take up applicants references and reports. To participate in allocations and lettings ensuring that agreed policies are adhered to.
5. Deal with residents complaints, in accordance with laid down procedures.
6. Deal with breaches of Tenancy/Licence agreement and take action, in accordance with laid down procedures – seeking advice from Housing Services Manager if NTQ applies.
7. Be sensitive to residents feelings, attitudes and suggestions regarding the housing provision, its management, facilities and services.
8. Report any breakages, faults or defects in accordance with laid down procedures.
9. Develop a working knowledge of the housing computer systems. Assist the Housing Support Administrator in the compilation of statistics and reports for presentation to the Housing Committee and external agencies.
10. Assist in ensuring the safety and security of the building and its contents in terms of maintenance and fire.
11. Assist in the inspection of void rooms/flats, check on the general condition of the building and requisitioning of any necessary repairs.
12. **RESIDENT SUPPORT**
13. Following induction of a new resident an initial support and risk management plans must be produced within 2 weeks and should be reviewed 6 weekly to ensure continuing relevance.
14. Assist residents to reach acceptable and appropriate targets for their own support, encouraging the use of YMCA Foyer educational, vocational and employment opportunities.
15. To be aware of residents requirements for their exit strategy. Ensuring that residents understand the financial and social implications of moving on.
16. To provide information to residents on the opportunities available to them. To work with and help residents in organising external support and assistance when required, including access to local GP facilities.
17. To assist residents in ensuring that they take up and receive all welfare benefits to which they are entitled. Regular contact with benefit agencies should be maintained. To support residents in applying for discretionary welfare payment.
18. To liaise with and build up good working relationships with local groups and external agencies.
19. To ensure all YMCA residents are aware of and understand all rules, regulations and policies and procedures pertaining to residency.
20. Provide a staff presence in the dining room during meal times.
21. **TEAM WORK**
22. You will be expected to work as a member of a team principally in the Housing Department and within wider YMCA.
23. You will be expected to fully contribute to the work of the team and discuss any problems with the Housing Services Manager, including attendance and participation at staff meetings.
24. You shall have a good working knowledge of YMCA policies and procedures, abiding by them and having a part in their updating and development. You attain an understanding of the philosophy and working of the YMCA such as is contained within the YMCA’s Aims and Purposes.
25. To be conscious of your training needs and that of the team, and bring these to the attention of the Housing Services Manager / HR. Participate fully in the appraisal process in a constructive and positive manner.
26. **MAINTENANCE**

In the day to day course of your work you will have a duty to:-

1. Participate in maintaining the YMCA’s Health & Safety Policy
2. Inspect the accommodation, check on the general condition of the buildings and report any necessary repairs.
3. Report to the Housing Services Manager any cases of wilful damage and subsequent repairs.
4. Encourage residents to report any damage or faults in their bedrooms, flats or communal areas as soon as possible, and advise on the appropriate ways to report such matters.
5. **GENERAL**

It is required that:-

1. You assist in providing cover as and when necessary on the Housing Duty Rota.
2. You shall keep yourself up to date with any legislative or regulatory changes that concern your role.
3. You may have other duties requested of you by the Housing Services Manager, Operational Director or Chief Executive of the YMCA.