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## JOB DESCRIPTION

<b>Job Title:</b>	<b>Progression Officer</b>
<b>Responsible to:</b>	<b>Housing &amp; Progression Manager</b>
<b>Responsible to (indirectly):</b>	<b>Assistant Housing &amp; Progression Manager</b>

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### Organisation Context

YMCA Heart of England is an independent charity, and registered provider of social housing, affiliated to the national and international YMCA Movement. YMCA enables people to develop their full potential in mind, body and spirit. Inspired by and faithful to our Christian values, we create supporting, energising and creative communities where young people can truly belong contribute and thrive.

Since 1849 we've been serving the people of Birmingham, Coventry and Warwickshire in a variety of ways from numerous locations across the region. Today we:

- Provide over 350 units of supported accommodation to people who are homeless, helping them to live independently.
- In addition, we provide general needs accommodation for when they no longer need the intensive support YMCA traditionally provides.
- Provide affordable childcare from our nursery, trying to give children the very best start in life.
- Operate community hubs offering conferencing facilities, a coffee shop and welcoming community spaces.
- Provide out-of-school clubs, and holiday playschemes for older children.
- Provide youth services and safe spaces for young people to engage and interact.

We employ around 100 people who are supported by a team of volunteers, without whom we simply wouldn't be able to offer the range of services that we do.

Everything we do is focused on delivering our mission, which is:

***To inspire young people to discover their potential so that they can live life in all its fullness.***

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## Job Purpose

The Progression Officer is responsible for supporting the delivery of a needs led service for the welfare of tenants, developing and maximising their potential, personal growth and development across YMCA Heart of England.

This role will report directly to the Housing & Progression Manager and will manage an assigned caseload to provide housing related support to tenants to enable them to maintain their tenancies and to achieve their aspirations for independent living.

The key aim of this role is to support our tenants to improve their well-being, foster positive change and facilitate successful transition into secure permanent accommodation within the contracted timescales.

Working with your team and external partners, you will assess individual care needs, prepare people to move into accommodation and provide practical and psychological support to help them keep their accommodation.

To ensure that the values, the Christian ethos and the Aims and Purposes of YMCA Heart of England are reflected around the business for which you are responsible, including modelling the values of the organisation in your personal behavior.

## Duties

- 1.) To work with an agreed caseload of tenants to provide a programme of support in accordance with YMCA Heart of England's ethos and values, legislation and good practice. Duties include, but are not limited to:
  - a. Interviewing potential tenants, assessing their suitability to be accepted into the scheme and to carry out appropriate viewings and sign up once an offer has been made to an applicant(s).
  - b. Ensuring that tenants are informed and where necessary assisted, to access appropriate welfare benefits, health, welfare and other support service participating in a multi-agency approach as necessary.
  - c. Undertake comprehensive risk and needs assessments, support plans and reviews with tenants centered on their needs.
  - d. Ensuring that claims and applications to relevant bodies are made for benefits and move on accommodation, liaising with other housing, health and social care

- professionals, benefits, welfare and advocacy agencies, and other landlords as appropriate.
- e. Identifying tenants individual support needs, through consultation and agreement with the tenant (and where appropriate, their Social Worker). To ensure that all relevant agencies are involved in the support plan process to avoid duplication of support offered.
  - f. Developing and implementing suitable individual support plans to ensure that identified support needs are met. To ensure a realistic support package and comprehensive resettlement program is structured taking account of the service user's own identified needs and aspirations. To ensure that a support plan is in place one week after move-in for each tenant.
  - g. Providing high quality one-to-one support through regular key work sessions with tenants, helping the tenant to understand and overcome any barriers they have to moving forward.
  - h. Encouraging and supporting tenants to live as fully and independently as possible within the local community, providing information, emotional, organizational and practical support and training as appropriate.
  - i. Supporting and participating in life and social skills work, e.g. employment, education and training, personal hygiene, family mediation and activities.
  - j. Encouraging tenants to participate and share responsibility for the day-to-day management of the accommodation and to attend tenant meetings as required. To work alongside tenants and participate in activities as appropriate.
  - k. Co-ordinating or signposting any additional support, tenants may require by liaising with internal colleagues and external agencies in relation to maintaining their accommodation.
  - l. Organising and supporting tenants who are preparing to move-on to greater independence through the move and resettlement into their new home.
  - m. Ensuring that YMCA Heart of England's strategy for tenant involvement is consistently implemented and ensures that all tenants have a voice and are empowered to use that voice both individually and as a group.
- 2.) To ensure that tenants understand their Licence / Tenancy Agreement(s), their rights and obligations and report any breaches to the Housing & Progression Manager or Assistant Housing & Progression Manager. Duties include but are not limited to:

- a. Taking responsibility for ensuring that accommodation charges and rent are paid by tenants and income maximised.
- b. Monitoring non-payment of rent and escalating to the Housing Hub where there is non-compliance in line with the agreed policy and procedure on arrears. Providing debt counselling where appropriate.
- c. Liaising, consulting and actively supporting tenants' meetings, encouraging participation in decision making processes. To arrange / participate in tenants' meetings, as and when required.
- d. Keeping voids to a minimum by supporting the Housing Hub with ensuring applicants are sourced to move in and that properties are cleaned, prepared and ready to let in the quickest time possible.
- e. Keeping up to date with issues and legislation relevant to housing and support, welfare benefits.
- f. Undertake other duties as may reasonably be required.

### **3. At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including**

- a.) To respect and promote the association's Christian ethos and uphold its values, namely:
  - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
  - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
  - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
  - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
  - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
- b.) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings

- c.) To always uphold the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
- d.) To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
- e.) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
- f.) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the public.

#### **4. Continuous Improvement and Feedback**

- a. To assist in the delivery and implementation of YMCA Heart of England's Tenant Involvement and Influence Strategy and operational plans such tenant satisfaction surveys and feedback to empower tenants to be more involved in the design, management and delivery of landlord services.
- b. To assist the Youth and Community team in the delivery of tenant engagement activities and events as and when needed.
- c. To show commitment to continuous professional development and trainings like professional boundaries, managing conflict, trauma-informed care and safeguarding.

**Person Specification**

Criteria	Essential	Desirable
<b>Alignment with Ethos &amp; Values</b>		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England	X	
Commitment to promoting the association’s Christian ethos and to upholding its values within your area of responsibility	X	
<b>Qualification</b>		
Educated to NVQ Level 3 or equivalent or a relevant qualification in health and social care or housing.	X	
Membership with the Chartered Institute of Housing (CIH)		X
<b>Skills</b>		
Excellent numeracy and literacy skills	X	
The ability to listen and communicate effectively	X	
The ability to deal with difficult situations in a calm and competent manner	X	
The ability to work well under pressure, cope with crisis situations and meet deadlines	X	
Excellent administrative, recording and reporting skills	X	
The ability to work well with colleagues as an effective member of the team	X	
The ability to work to instructions and prioritise your own workload independently using your own initiative	X	
The ability to work in and adapt to a changing work environment	X	

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Have a flexible and solution oriented approach to work	X	
PC Literate, familiar with Microsoft packages such as Word, Excel and Outlook or similar packages	X	
The ability to multi-task, effectively organize your time and plan ahead	X	
<b>Knowledge &amp; Experience</b>		
A minimum of 12 months' experience of working with people who are homeless or at risk of losing their accommodation	X	
A working knowledge of welfare benefits, particularly Housing benefit	X	
Experience of working with people who have support needs and socially disadvantaged groups of people within a supported environment	X	
Knowledge of external bodies associated with or affiliated to supported housing	X	
Current in-depth knowledge of housing issues and legislation, particularly relating to issues around homelessness	X	
A thorough knowledge of Health and Safety and risk assessment requirements	X	
<b>Other</b>		
Current active Full UK Driver's License and access to a private motor vehicle for work use and the ability to travel between YMCA Heart of England sites.	X	
Flexibility with regard to working hours, including requirement to work on a Rota basis and provide cover at short notice	X	

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