JOB DESCRIPTION

Job Title: **Housing Hub Officer**

Responsible to: **Housing Hub Manager**

Organisation Context

YMCA Heart of England is an independent charity, and registered provider of social housing, affiliated to the national and international YMCA Movement. YMCAenables 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 have been 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.

Job Purpose

The Housing Hub Officer is responsible for supporting the delivery of high-quality day to day housing management functions of both general needs and supported housingproperties. This role will support the Central Hub function and will cover properties in Aston, Northfield, Erdington and Coventry. The role will be responsible for delivering an efficient and effective housing management service to this group of tenants. This includes, but not exclusively, the letting, management, maintenance, administration and rent collection for all properties included in the portfolio as agreed.

To be responsible for the management and oversight of Housing Management, ensuring that the services and facilities for which you are responsible are managed and delivered in line with the association's ethos and values, within approved budgets, compliant with all relevant regulatory requirements, and in accordance with the association's policies and procedures.

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

This role will report directly to the Housing Hub Manager and will manage an assigned caseload relating to managing rent arrears, dealing with anti-social behavior and any tenancy management issues, lettings and voids, health and safety checks and property inspections.

Duties

1. To take responsibility for the day-to-day management of YMCA Heart of England's tenants in both general needs and supported housing properties including investigating ASB complaints and dealing with tenancy related issues.
2. In partnership with the Progression Officers, develop individual re-housing plans for each tenant.
3. To be responsible for the collection of rental income and other housing-related debts such as current and former tenancy arrears and this includes attending court as and when necessary.
4. To provide advice and assistance to all tenants who have rent arrears by visiting them on a regular basis and maximising personal contact

5. To carry out regular home visits in connection with income recovery or arrears prevention and to serve notices of seeking possession.
6. To take cases to court as and when needed.
7. To assist the Housing Hub Manager in coordinating the housing assessments for referrals and lettings before sending this to the Progression Officers such as viewings and tenancy sign-ups
8. To work closely with the Progression Officers to ensure a seamless and joined up approach with regards to supporting tenants.
9. To manage the referrals email box within the Central Hub Team.
10. Ensure all services are maintained in accordance with statutory requirements / good practice and in liaison with the Housing Hub Manager and Maintenance team, ensure the building and premises are maintained to a high standard.
11. Establish and maintain effective external relations with a range of statutory and voluntary bodies, particularly the Local Authority - Housing Benefit Department.
12. Ensure residents are aware of and adhere to health and safety and security requirements together with other terms of their residency - dealing promptly with issues which arise.
13. Provide advice and assistance to residents regarding benefit and debt issues. Applying, chasing and monitoring Housing Benefit claims
14. To carry out scheme inspections and health and safety checks to manage the appearance of schemes. This includes supporting with, identifying, raising and following up on repairs and other maintenance requests.
15. In accordance with the complaint's procedure, deal promptly with complaints, including those from residents, promptly and effectively. Resolve, where possible, any issues raised.
16. 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
17. 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.
18. To assist the Youth and Community team in the delivery of tenant engagement activities and events as and when needed.

19. To show commitment to continuous professional development and trainings like professional boundaries, managing conflict, trauma-informed care and safeguarding.

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.
- 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;
- To uphold at all times 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
- 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
- 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
- To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Person Specification

Criteria	Essential	Desirable
Alignment with Ethos & Values		
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	
Qualification		
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
Skills		
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 on 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	

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	
Knowledge & Experience		
A minimum of 12 months' experience of working within income recovery and/or tenancy management within social housing setting	X	
A working knowledge of welfare benefits, particularly Housing benefit	X	
Experience of tenancy enforcement and dealing with anti-social behavior	X	
Experience of presenting cases to court for possession action	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	
Other		
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	