

JOB DESCRIPTION



POST: Housing Support Officer
RESPONSIBLE TO: Assistant Housing Support Manager

ORGANISATIONAL AIMS:

1. To provide temporary hostel accommodation for people who find themselves homeless
2. To develop a range of accommodation options and individual capacity building
3. To manage the Association and its projects with good practice and within statutory guidance.

OUR VALUES:

Because we CARE and have COMPASSION we want to MAKE A DIFFERENCE.

Our aim is to EMPOWER and SUPPORT people.

We do this with RESPECT and EMPATHY, mindful of the EQUALITY of all.

MAIN PURPOSE OF JOB: To work as part of a team to provide residential support that empowers service users to achieve defined goals and develop skills that enable sustainable resettlement in the community. Your role encompasses a wide range of responsibilities aimed at ensuring the well-being, safety, and development of the people you work with. You will be responsible for implementing holistic support strategies that address the emotional, practical, and housing management needs of service users, whilst working in a psychologically informed way and ensuring that every contact counts.

Main duties

1. To provide a wraparound, trauma informed support service that is consistent and person led, and to engage in non-institutional work practices whilst ensuring the safety and management of all alongside the building. Specific responsibilities:

- a) To be the first point of contact from referring agencies and to liaise with the Local Authority and allocate accommodation in line with the organisation's eligibility criteria to maximise occupancy.
- b) To carry out, review and document risk assessments in line with procedure.
- c) To carry out individual assessments to identify service users' needs and hopes and to work alongside the service user to meet these by providing information, advice and guidance that enable service users to make informed decisions. You will also represent and advocate with/for service users when appropriate to do so in line with procedures.
- d) To make referrals to and liaise with relevant agencies and individuals with or on behalf of service users including, but not limited to housing, health, training, education and employment, welfare benefits, Social services, and criminal justice.
- e) To keep up to date with changes to the benefit system legislations that may impact the organisation or service users to ensure the effective rent collection across all YMCA Cardiff projects and ensure timely completion of housing benefit claims and obtaining the necessary supporting documentation to assist with benefit verification
- f) To support people to manage their finances and to maximise their income via welfare benefit checks, making new benefit applications (i.e. Housing benefit), support with budgeting, bills, rent payments and reducing any debts. To negotiate realistic payment agreements with service users taking into account financial circumstances and individual need
- g) To promote, implement and ensure compliance with the licence agreement/contract and rights & responsibilities documents.
- h) To respond to any conditions/responsibilities that are not met to ensure a safe and pleasant environment for all and to carry out full internal investigations if any incidents occur, as per procedure.
- i) To actively ensure the security of the building including monitoring of CCTV systems and regular physical checks
- j) To be certified in providing first aid and respond to any incidents as required.
- k) To manage the nightly occupancy of service users, ensuring that any concerns or actions are communicated to the relevant department.
- l) To encourage service user involvement in the development and operation of the service through facilitating consultation and participation.
- m) To help organise and encourage activities and any creative projects which would be of interest.

2. Organisational duties to include:

- a) To ensure that the Housing Support Grant outcomes framework is worked within and that monitoring forms are accurately and efficiently completed.
- b) To take an active role in the review of the Licence Agreement and Rights and Responsibilities handbook and to ensure effective communication of any amendments to these documents to both service users and internal departments.
- c) To take an active role (or leading role if Duty Worker) in the fire evacuation procedure if assigned a fire marshal responsibility when on shift or directed by the Duty Worker.
- d) To assist in general administration duties including but not limiting to updating the bed list, maintenance of service user files, collection of statistical information, letter and report writing, photocopying, filing and updating computer and written records.
- e) To operate the telephone switchboard in a professional manner ensuring all enquiries are dealt with, ensuring all messages are clearly recorded and promptly forwarded.
- f) To accurately complete the banking procedure.
- g) To ensure all paperwork, files and electronic files are accurate, relevant and up to date.
- h) To attend meetings, training and supervision as deemed appropriate by the Assistant Housing Support Manager.
- i) To deal with complaints in accordance with agreed procedures.
- j) To undertake research and maintain up to date information base.
- k) To work constructively with other departments within the YMCA Cardiff Group
- l) To assist with jobs that usually fall to another member of staff but in whose absence, failure to carry out the work would present a risk or offence to others or would be detrimental to the organisations' service provision.
- m) To adhere to and be aware of the Associations policies and procedures, including GDPR, code of conduct, Health & Safety and Equal Opportunities.
- n) To be able to respect the Christian ethos of the YMCA and uphold its values

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Person Specification - Job Title: Housing Support Officer	ESSENTIAL	DESIRABLE
EDUCATION		
Educated to degree or diploma level and/or qualification in Housing		YES
Educated to NVQ level 4	YES	
KNOWLEDGE / EXPERIENCE		
Understanding of the causes and effects of homelessness	YES	
Experience of work with vulnerable adults and/or young people	YES	
Knowledge and understanding of current homelessness issues, criminal justice system and benefit system.	YES	
Working knowledge of social and general housing issues		YES
Ability to deal with/experience of managing conflict	YES	
Experience of liaising with external agencies	YES	
Experience of completing assessments and establishing levels of need		YES
Experience of advice work		YES
Knowledge of Housing/Mental Health issues		YES
Knowledge and understanding of housing management functions	YES	
Experience of planning and delivering support		YES
SKILLS		
Excellent written / verbal communication skills	YES	
Administrative and IT skills	YES	
Good organisation and planning skills – Ability to manage time/Ability to manage own caseload	YES	
Ability to develop plans and meet targets	YES	
Ability to work effectively under pressure, and deal with crisis/difficult situations	YES	
Ability to work alone and within a team	YES	
Ability to make decisions	YES	
Good negotiation skills	YES	
Ability to work in a trauma informed way	YES	
Evidenced understanding of trauma informed practice		YES
ATTITUDE		
Professional approach to confidentiality, boundaries and anti-discriminatory practice	YES	
Commitment to ensure effective service delivery to service users	YES	
Positive attitude to difference and diversity	YES	
Able to respect and demonstrate the Associations core values; Respect, Equality and Empathy in daily work.	YES	
Flexible and able to adhere to a changeable shift pattern	YES	
Reliable/Dependable	YES	
Demonstrate a positive attitude to new challenges and a willingness to adapt quickly to change	YES	
Commitment to personal development	YES	
OTHER		
Able to respect and demonstrate the Associations core values; Respect, Equality and Empathy in daily work	YES	
Ability to speak Welsh or any other language		YES
Able to respect the Christian ethos of the YMCA and uphold its values	YES	
Full current driving licence and access to own transport		YES