

YMCA CHELTENHAM - JOB DESCRIPTION

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| POSITION TITLE: | Housing Officer |
| LOCATION: | Based at Ermin Hall, Gloucester, but working across other sites in Gloucester when required to do so. |
| RESPONSIBLE TO: | Housing Lead |
| HYBRID WORKING ELIGIBLE: | No |
| SALARY BAND: | BAND B |
| HOURS OF WORK: | 37.5 hours per week. |

JOB PURPOSE

The Housing Officer (HO) will be responsible for the delivery of daytime resident support & housing management of Ermin Hall, although this may change from time to time depending on business need.

The HO will provide day to day support to residents, have an assigned caseload to ensure licences are maintained, accommodation is managed, the living environment is kept safe and detailed resident support is prioritised through 121 work, groupwork & signposting, with the focus of leading individuals to a place of personal resilience and independence.

The HO will report to the Housing Lead in the delivery of housing management and resident support services, ensuring the housing project they are responsible for are delivering services of a high standard to all residents.

The Housing Officer will:

- Help deliver organisational excellence by ensuring the delivery of services in accordance with best practice standards, organisational policies & procedures and management expectation.
- Work to ensure delivery of the service outcomes expected within the PATHWAY home model and framework.
- Be part of an operational staffing team delivering staff cover, by way of a rota structure, over a 7-day week, 8am to 4pm/Midday to 8pm, thereby guaranteeing service continuity, and to provide cover and flexibility when required, 365 days a year.
- Deliver quality services to residents, ensuring housing management systems are utilised as required and data inputting is of the expected high standard.
- Work collaboratively with other HO's & Housing Support Workers across YMCA Cheltenham to ensure services are maintained, cover is provided at times of absence, and key partners & stakeholders are informed, so organisational outcomes and performance can be appropriately managed.
- Provide the Housing Lead with operational insight and service outcomes, as well as reporting on internal & external KPI's for commissioning partners, in line with contractual expectations.
- Deliver on evidencing support outcomes for residents, by ensuring the frequency of completing and recording Housing Outcome Star's (HOS's), as required by the YMCA Cheltenham PATHWAY HOME housing framework, is completed to a high standard.
- Work alongside and with other parts of the organisation to ensure areas of the business are

performing as expected in relation to complaints, safeguarding, H&S matters, Property Maintenance, HR, Regulatory Compliance, Policy development, Finance, and our Health & Well Being service.

- Foster, develop and support strong professional relationships internally and with external partners & stakeholders.
- To support the promotion of YMCA Cheltenham Organisational Values, in the delivery of all aspects of this role, and in collaboration with teams within the business.

HOUSING & RESIDENT SUPPORT DUTIES

1. To be responsible and accountable for the delivery of good quality housing and resident support services at designated YMCA Cheltenham Housing Schemes.
2. To engage, and be part of, an effective team to ensure services are delivered to a high standard, applying a trauma-informed approach & environment, to welcome new residents and support them on site
3. To carry out regular resident welfare & property checks.
4. To help to deliver and maximise occupation on all projects, whilst minimising voids through receiving timely referrals from internal projects, as well as outside referral agencies, as directed by the Housing Lead.
5. To participate in regular and formal one-to-one meetings, every 2 months, with your Housing Lead, to ensure objectives are being met and are properly recorded within the HR system.
6. To participate and contribute to resident appeal hearings, ensuring full and accurate records are maintained.
7. To ensure contract-related and internally required KPI data is kept up to date, and provided in a timely fashion, as and when needed, by the Housing Lead.
8. To refer to the caseload review reporting system, and internal audit outcomes, to ensure Housing Management and Resident Support requirements are being fully delivered, as expected, and in line with the objectives set by your Housing Lead.
9. To attend, contribute & participate in internal meetings as may be required by Housing Lead, particularly to ensure operational matters are regularly reviewed and appropriate actions taken.
10. To work to ensure the PATHWAY HOME model remains at the heart of our delivery for residents and that services/activities/support are tailored accordingly to maximise positive outcomes.
11. Represent the organisation at relevant stakeholder or partner meetings in respect of service outcomes relating to their projects.
12. To be accountable & responsible for ensuring accommodation is inspected & well maintained, risk assessments are up to date, accurate information & data collection is administered, group work, activities & support sessions for residents are identified & delivered, resident inductions & Licence agreements are completed in full & understood, management of poor behaviour is

delivered, and adhere to policies & professional boundaries within the workplace.

13. To contribute to detailed and meaningful handover information and meetings between the day & night-team so business continuity and high-quality support provision for residents is maintained.

PROPERTY & MAINTENANCE (P&M) DUTIES

1. To work collaboratively with the P&M team to ensure Health & Safety matters, the delivery of compliance checks and documentation are always maintained.
2. To work collaboratively with the P&M team by way of ensuring completion of necessary building & security checks to minimise incidents, raise repairs & maintain safety.
3. To ensure compliance with recognising repair and maintenance issues on site and report these in a timely fashion via the housing management system.
4. To deliver and be part of effective teamwork between the Housing and P&M teams in carrying out communal area inspections to address any on site issues of concern.
5. To routinely check on stocks & supplies in relation to PPE, cleaning supplies etc. in case of emergencies.

KEY HUMAN RESOURCES (HR) DUTIES

1. When necessary, to work with HR on any employee relation issue within the Housing team in line with company policy & employment law.
2. To support the HR department in any relevant matters that are deemed necessary & appropriate.
3. Participate in regular formal one-to-one meetings every 2 months, & full annual appraisals, with your Housing Lead.
4. To work alongside HR to address any personal performance issues.
5. Work with HR to manage, plan, and participate any training & support during your induction/probation period and period of employment.
6. To participate in all absence administration by working closely with HR and your Housing Lead.
7. To follow HR Policies and Procedures as set out by the organisation.

KEY ADMINISTRATION & FINANCIAL MANAGEMENT DUTIES

1. To help to deliver services within your project areas within budgetary constraints.
2. Ensure the delivery of an accurate and effective method of rent collection in conjunction with Policy and good practice.
3. Ensure the implementation of cash and banking procedures as required by the organisation.

PEOPLE, LEADERSHIP & CULTURE DUTIES

1. To deliver on objectives as highlighted by your Housing Lead.
2. To be resident focused, responsible and accountable for delivering a quality service to all residents and stakeholders on behalf of YMCA Cheltenham.
3. To ensure the Organisational Values are understood, supported and upheld to ensure a professional culture of delivery and best practice.
4. To deliver & display best practice within your service area.
5. Participate in safe and effective safeguarding practices.
6. To be mindful of YMCA Cheltenham's presence and good-standing within the local community, supporting the reputation of the organisation, by being considerate of neighbours and any neighbourhood concerns.

ADDITIONAL DUTIES (POLICIES, PARTNERSHIPS & PROJECTS)

1. Ensure policies & procedures are understood and adhered to during the delivery of operational duties.
2. To contribute to any reviews/amendments to housing policy or service delivery modelling.
3. To maintain, create & establish internal & external partnerships that will enhance the service we provide to residents.
4. To support the Housing Lead in delivering projects that may be required as part of contract management or operational requirements.

PERSON SPECIFICATION

Qualifications

- Evidence of continuing professional development in housing or related field.
- Minimum of CIH Level 3 (or equivalent) in Housing or willingness to begin the qualification on completion of probation (to be completed within a fixed timeframe as part of core accountability and as a requirement of the role).

Competencies & Technical Skills

- Professional knowledge of Supported / Social Housing sector.
- Demonstrate an excellent standard of literacy, numeracy, and English language skills.
- Be able to work with tact and diplomacy and react sensitively, with emotional intelligence when faced with complex, sensitive or difficult scenarios.
- Be able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Be able to manage own workload with minimum supervision, to tight deadlines and to work well in a busy environment.

- Be able to apply interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Competence with housing management systems, CRM, and Microsoft 365.
- Ideally holds a full driving licence and has access to a vehicle for work purposes

Experience

- Recent experience of social housing operations (in a housing association, ALMO, local authority, supported housing setting or similar).
- Proven record of operational delivery within a project or housing environment.
- Substantial recent experience of being part of a team in a housing environment.
- A track record of partnership working (local authorities, community safety, support agencies) to resolve complex resident issues.

Personal Qualities

- **Resident-centred:** committed to listening, acting on feedback, and improving outcomes.
- **Collaborative & Influential:** builds trust across teams and partners; confident negotiator.
- **Organised & Resilient:** manages competing priorities, stays calm under pressure, delivers to deadlines.
- **Ethical & Professional:** champions fairness, safeguarding, and integrity in all interactions.
- **Continuous Improvement Mindset:** curious, pragmatic, and solutions-focused.

This job description provides an indication of the roles and responsibilities for the post of Housing Support Lead but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Deputy Head of Housing.

ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works such as sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian principles and, as such, employees may encounter behaviours, artefacts or other elements particular to or representative of the Christian faith in their workplace.

Employees are not required to adhere to the Christian faith, nor any faith, and no such consideration is made by the organisation in employment choices nor in delivering its services – however, we do expect all employees to demonstrate the list of Values shown below while in the workplace.

ORGANISATIONAL VALUES

As an organisation founded up the Christian Faith, YMCA Cheltenham draws its Values from the Bible, principally as described in Micah 6:8. Our Values are therefore expressed as follows:

OUR VALUES

YMCA Cheltenham will **OPERATE** with Equity, Integrity, Openness and Honesty.
YMCA Cheltenham will **ENGAGE** with Empathy, Kindness, Generosity and Grace.
YMCA Cheltenham will **BE** Thoughtful, Discrete, Ethical and Respectful to all.

YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.