# YMCA CHELTENHAM - JOB DESCRIPTION

| | |
|---|---|
| **Position Title:** | **Housing Support Worker** |
| **Location:** | Based at Caridas House, Gloucester and covering Caridas House, Jubilee House, Priory Place, Coronation Court, and GCC dispersed properties. |
| **Reporting to:** | Senior Support Worker |
| **Hybrid Working Eligible:** | No |
| **Salary Band:** | A |
| **Hours Of Work:** | 37.5 hours a week on a shift pattern (where applicable) |

## JOB PURPOSE

The Housing Support Worker's purpose is to work in a team that help provide accommodation based supported housing to single homeless people, to enable them to maintain their licences/tenancies, which will help them to achieve their aspirations for independent living. Working within a fast-paced environment, Housing Support Workers will prioritise managing the accommodation and licenses/tenancies, finding appropriate alternative accommodation for residents, whilst maintaining a safe living environment and managing any additional support needs of residents through one to ones, group work and signposting.

The Housing Support Worker will:

- Ensure that residents receive high quality, caring and cost-effective support.
- Contribute to the direction and development of YMCA Cheltenham Housing particularly the action planning support provided to residents.
- Identify and encourage residents to move out of the project into suitable, longer-term accommodation.
- Carry out all duties of this post in accordance with the Christian ethos of YMCA Cheltenham and to uphold its values.
- Deliver housing and tenancy management and support work as a part of a shift system that will include working unsocial hours, including active participation in the on-call support service as required.
- Meet Key Performance Indicators, as set by management, including; minimising rent arrears; minimising voids, successful move ons, licence obligations, etc.

## KEY DUTIES & RESPONSIBILITIES

### PERSONAL SUPPORT AND DEVELOPMENT

- To build relationships with residents in order to provide individual support as appropriate, using facilities at all YMCA centres and to work in partnership with external agencies.
- To use housing management software as a relational tool for recording development.
- To follow up and build on issues identified during residents' key working.
- Signpost to internal resources and local agencies who can help residents with their support

needs.
- To provide regular support and review individual goals and development via Outcome Stars.
- To carry out individual risk assessments and review quarterly or as and when needed.
- To provide a listening ear and on occasions act or advocate for residents according to need and circumstances.

**HOUSING MANAGEMENT**

- Ensure that all residents receive an efficient and friendly welcoming induction to YMCA Cheltenham.
- Ensure new residents have signed the licence agreement, house rules and other relevant documentation.
- Ensure that residents understand the rights and responsibilities of their tenancy / license.
- Enforcing conditions of the tenancy/ licence agreement, including ensuring the property is not damaged by tenants, policing rules about noise, cleanliness etc.
- Report repairs and maintenance requirements to the maintenance team.
- Work with maintenance to ensure repairs are completed to a high standard.
- Assist with the control of access to the building.
- Arranging and monitoring access to the building
- Work intensively with residents to administer the collection of rent service charges to ensure rent arrears are minimised.
- Dealing with tenancy abandonment and related issues
- Deal sensitively but firmly with issues of residents' behaviour and manage discipline matters as they arise, seeking support and advice from senior staff when more serious situations or the need for eviction arise.
- Offer appropriate housing options advice to all residents with a view of them moving to suitable, longer-term accommodation.
- Ensure all contact with residents are recorded on the housing management software programme.
- Fully comply with the need for trust, professionalism, integrity and confidentiality within the department, strictly adhering to YMCA Policies relating to resident involvement.
- Provide a friendly Supported Housing-related advice service to agencies and the public who may enquire.
- Have a familiarity of and keep up-to-date with current housing and housing benefit related legislation.
- Be familiar with the Local Authority referral criteria within the borough and YMCA Cheltenham’s referral protocol in particular.

**SOCIAL AND DEVELOPMENT PROGRAMME**

- Support the residents’ social activities and group key working sessions.
- Support Social Development Programmes springing out of the residents’ meetings according to agreed criteria.
- Co-ordinate and run basic life skills training with residents in preparation for a future tenancy.
- Creatively engage residents in other programmes both on and off site, towards meeting YMCA Cheltenham’s mission of developing residents holistically.
- Support the development of a Trauma Informed Approach to working.
- Support the development of relevant Christian programmes.

**HOUSING TEAM WORKER DUTIES AND RESPONSIBILITIES**

- Staff the housing team duty office and provide advice, support and be a point of contact to residents who drop in.
- Attend various meetings and relevant training opportunities both on and off site as required.
- Be part of the supported housing on-call rota (where applicable).
- Any other duties which from time to time may be necessary to ensure the smooth-running of the housing support operation, which may be reasonably requested by their Line Manager.

## PROFILE

- Evidence of an excellent standard of literacy, numeracy and English language skills.
- Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.
- Ability to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy office environment.
- Effective interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Access to your own transport and a full driving licence.
- Previous experience of working as a Housing Support Worker is desirable.
- Previous experience of working in a supported housing environment is desirable.
- Level 3 in a relevant qualification or a desire to achieve this qualification.
- As a member of the Housing team, you will be expected to demonstrate the values, initiatives and cultures of the organisation.

## 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, Discreet, Ethical and Respectful to all.

## GENERAL

This job description provides an indication of the roles and responsibilities for the post of the Housing Support Worker. The job description 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 their Line Manager.

**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.**