

Job description – Housing Projects Officer Part-time

Post to be based at **YMCA Hillbrook House, 68 Brighton Road, Redhill, RH1 6QT**

Directorate: Housing

Responsible to: Housing Projects Manager

Responsible for: N/A

Job purpose: To assist in the day to day running of NextStep, a private rented housing project within the Housing department at YMCA East Surrey. The post holder will procure and build relationships, providing advice and support to both landlords and families in housing need, to achieve long-term solutions to homelessness through the private rented sector.

Main responsibilities

- ▶ To assess the needs of applicants to the scheme and provide quality housing advice
- ▶ To establish options and support applicants in accessing and maintaining private rented accommodation providing help with relevant housing and benefit forms
- ▶ To provide resettlement support to both tenants and landlords who take out tenancies through NextStep both from the NextStep office and at tenants' homes
- ▶ To develop and maintain a good working knowledge of current welfare benefits
- ▶ Develop new relationships with landlords through procurement of private rented accommodation, promoting the scheme to landlords, letting agents and householders whilst continuing to build on relationships with current landlords
- ▶ To carry out assessments of accommodation with consideration to requirements as detailed in the Housing, Health and Safety Rating System (HHSRS) so as to ensure safety of clients, and to maintain ongoing contact with landlord or householder
- ▶ To assist with establishing new tenancies, ensuring legal documentation is in place and helping with landlord and tenancy related paperwork including photographic inventories
- ▶ To ensure that landlords understand their rights and responsibilities and promote good landlord practice
- ▶ To develop and maintain professional relationships with statutory and voluntary agencies and the wider community in relation to service delivery and local need
- ▶ To undertake reasonable tasks which may from time to time be required by your line manager

Please visit our website or read our annual review for more information about YMCA East Surrey's work in the community - www.ymcaeast Surrey.org.uk

Terms and conditions

Hours of work – 18 hours per week, hours to be agreed but may occasionally include evenings, weekends and/or Bank Holidays.

Salary - £13,182 per annum.

Annual Leave – Four weeks plus allowance for bank holidays. Holidays increase after two years' service to a maximum of five weeks after six years' service. The holiday year runs from 1 April to 31 March each year.

Benefits - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at YMCA East Surrey sites. YMCA East Surrey also operates a Bike to Work Scheme.

Pension - There is a YMCA East Surrey pension scheme - details available on request.

Closing date and interviews Closing date for completed application forms is 21st October 2024
Interviews are scheduled for the week commencing 28th October 2024

Person specification

Qualifications, training and understanding

Essential	Desirable
To hold a minimum NVQ Level 3 standard qualification	ARLA or CIH qualification
Comprehensive knowledge and understanding of the welfare benefits system	Knowledge of HHSRS
Understanding of working within Equal Opportunities and diversity issues	
To hold a current clean and full driving licence and have access to a vehicle to go to appointments	

Experience

Essential	Desirable
Experience of assessing and working with people in housing need requiring support and guidance	Experience within the YMCA Movement
Interviewing skills	
Knowledge and working experience of working with landlords in the private rented sector	
Working experience assessing of property standards	
Experience of giving benefit advice and maximising income	

Abilities, skills and attitude

Essential	Desirable
Excellent communication skills, written and verbal	Able to respect the Christian Ethos of the YMCA and uphold its values
To be a team player and to contribute to team practice	Ability to motivate others
Effective one to one skills in working with service users	
Good presentation skills, able to present effectively and professionally to other agencies.	
To develop and maintain good working relationships with external organisations	
Competent computer skills –e.g. Word, Excel, Access, Outlook	
Proactive in organisation, with colleagues and clients	
Willing to occasionally work unsocial hours including weekend and bank holiday work	
Ability to monitor and evaluate work	
Able to manage time effectively and prioritise conflicting demands for self and others	