

JOB DESCRIPTION

Job Title:	Housing Projects Officer Part Time (Maternity Cover)
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. NextStep works with households at risk of homelessness referred by Reigate and Banstead Borough Council.
Main Responsibilities:	<ul style="list-style-type: none"> ▶ 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 conduct property viewings on behalf of a landlord and support visits as needed throughout the tenancy ▶ Any other duties are required to be performed within the grade and remuneration of the role ▶ We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. This role will require an enhanced DBS disclosure (with barred children/vulnerable adults). We require you to understand and demonstrate this commitment and attend any required training

PERSON SPECIFICATION: Housing Projects Officer

		Essential	Desirable	How measured (application, assessment, interview)
Qualifications, Education & Training:				
	To hold a minimum NVQ Level 3 standard qualification	x		Application and certificates
	ARLA or CIH qualification		x	Application and certificates
	Comprehensive knowledge and understanding of the welfare benefits system		x	Application and assessment
	Knowledge of HHSRS		x	Application/Interview
Experience				
	Experience of assessing and working with people in housing insecurity requiring support and guidance	x		Application/Interview/Assessment
	Interviewing skills	x		Application/Interview
	Knowledge and working experience of working with landlords in the private rented sector		x	Application/Interview
	Working experience assessing of property standards		x	Application/Interview
	Experience of giving benefit advice and maximising income		x	Application/Interview
Abilities, skills and attitude				
	Excellent communication skills, written and verbal	x		Application/Interview
	To be a team player and to contribute to team practice as well as ability to work independently	x		Application/Interview
	A creative and flexible approach to work	x		Application/Interview
	To develop and maintain good working relationships with external organisations	x		Application/Interview
	Competent computer skills –e.g. Word, Excel, Access, Outlook	x		Application/Interview
	Ability to monitor and evaluate work	x		Application/Interview
	Able to manage time effectively and prioritise conflicting demands for self and others	x		Application/Interview

	Proactive in organisation, with colleagues and clients	x		
Other requirements				
	Subject to a satisfactory Enhanced DBS disclosure	x		Application, DBS disclosure
	Commitment to the values, aims and mission of YMCA East Surrey	x		Application/Interview
	Understanding and commitment to equality, diversity and inclusion for staff, services users and stakeholders	x		Application/Interview
	To hold a current clean and full driving licence and have access to a vehicle to go to appointments	x		Driving licence
	Willing to occasionally work unsocial hours including weekend and bank holiday	x		Application/Interview