



## JOB DESCRIPTION

<b>Job Title: Housing Worker</b>	<b>Responsible to: Services Manager/Team Leader</b>
<b>Location: Torbay Housing Services</b>	<b>Responsible for: Housing Management Services</b>
<b>The Role</b>	<b>Key Activities</b>
<p>Provide a service that will achieve key intensive housing management functions, ensure good operational performance and ensure successful move on for tenants/licencees.</p> <p>Ensure residents are consulted about the services provided and are offered opportunities to be involved in their running.</p> <p>Ensure residents and applicants are well informed so that they can communicate their needs and views and make informed choices.</p> <p>Ensure that residents receive appropriate support, encouragement and advice according to their individual needs to enable them to settle into or maintain their accommodation.</p> <p>Be responsible for the delivery of housing management services and the safe running of the service on a day to day basis.</p>	<ol style="list-style-type: none"> <li>1. Maximise rent and service charge income by ensuring that losses through arrears and voids are minimised through effective arrears recovery and void management.</li> <li>2. Liaise with the Services Manager and work closely with the local authority and other partners ensuring appropriate referrals are made and that the service has a referral process and eligibility criteria in place. Manage the waiting list for accommodation and establish applicants' priority for accommodation according to agreed criteria</li> <li>3. Take a proactive approach to the prevention of anti-social behaviour (ASB) including effective partnership working.</li> <li>4. Take effective and timely action in respect of breaches of occupancy agreements in line with WH policies. Target support for residents who are failing to comply with their occupancy agreements.</li> <li>5. Co-ordinate and plan move on and resettlement.</li> <li>6. Updating Open Housing system</li> <li>7. Receipt and logging of keys</li> <li>8. Pre void inspection and liaison of void work/completion</li> <li>9. Assessment of housing need</li> <li>10. Sign up with tenant and completion of tenancy agreement and CORE form</li> <li>11. Action under abandonment policies</li> <li>12. Action under ASB policy</li> <li>13. Management of tenancy, including notices, attendance at court and eviction</li> <li>14. Monitoring of rent accounts and remedial action under arrears policy</li> <li>15. Carrying out regular Health and Safety Assessments</li> <li>16. Adhere to all company policies and procedures at all times, particularly Health and Safety legislation and be responsible for your workspace</li> <li>17. Any other reasonable duties required of you in your role as required</li> </ol>

What do you need to do the role	It would be good if you also had
<p>Educated to GCSE standard in English and Maths at foundation level (Grades D - G ) or a relevant national qualification equivalent to GCSE</p> <p>Ability to proficiently use Microsoft Word and Excel</p> <p>Relevant experience of working in a housing management environment, or similar, to include:</p> <ul style="list-style-type: none"> <li>- Voids and allocations</li> <li>- Rent accounts and arrears management</li> <li>- Service charges</li> <li>- Resident involvement</li> <li>- Knowledge of partnership working</li> </ul> <p>Understanding in the areas of:</p> <ul style="list-style-type: none"> <li>- Processes in attending County Court</li> <li>- Lone working</li> <li>- Boundaries and confidentiality</li> <li>- Risk assessment (buildings and people)</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>- Communication</li> <li>- Solution-focused</li> <li>- Customer Service</li> <li>- Team Working</li> <li>- Planning &amp; Organisational</li> <li>- Time Management</li> <li>- Listening and Assertiveness</li> <li>- Judgement &amp; Decision Making</li> </ul> <p>Abilities</p> <ul style="list-style-type: none"> <li>- Effectively deal with neighbourhood nuisance, disputes and anti-social behaviour</li> <li>- Write effective reports</li> <li>- Provide housing advice to residents</li> <li>- Liaise with stat and vol organisations</li> <li>- Advise on tenancy matters</li> <li>- Maintain records and statistical information</li> <li>- Complete tasks appropriately</li> <li>- Work on own initiative</li> </ul> <p>Ability to work flexibly with some element of homeworking</p>	<p>Education to GCSE standard in English and Maths or a relevant national qualification equivalent to higher level (Grades A* – C)</p> <p>Member or part-qualified member of the C.I.H.</p> <p>Knowledge and understanding of SMARTER working, and how to apply this to personal and team targets.</p> <p>Knowledge of the following Management Systems: IBS ReACT</p> <p>Knowledge of the Recovery approach</p> <p>Ability to work with people who have a variety of life experiences, including:</p> <p>Homelessness Mental health issues Drug and alcohol issues Domestic violence Learning disabilities Being on the autistic spectrum</p> <p>Take an active interest in setting and promoting high standards of customer care.</p> <p>Access to a vehicle or the ability to use public transport to be able to travel on Group business.</p> <p>Flexibility in working arrangements (willing to work outside normal working hours when needed)</p> <p>Commitment to Equality and Diversity</p> <p>Ability to work with confidential information.</p>

## **GENERAL INFORMATION**

### **POST OF HOUSING WORKER**

#### **Torbay housing schemes**

Westward Housing Group is a not for profit registered social landlord, with charitable status. We are one of the largest developing housing groups in the south west with a wide range of services for families, couples, single people, the elderly and those with additional support needs.

1.	Closing Date for Receipt of Completed Application Forms	10 <sup>th</sup> July 2022
2.	Interview Date	18 <sup>th</sup> July 2022
3.	Salary	£21,840 per annum
4.	Hours of Work	37.5 hours per week
5.	Annual Leave	26 days per year - plus statutory Bank/ Public Holidays
6.	Pension Schemes and other Discretionary Staff Benefits	Contributory staff pension (Defined Contribution) schemes Occupational sickness and family friendly benefits Personal accident insurance Payment of professional fees Simply Health membership Salary Sacrifice Schemes
7.	Probationary Period	Minimum six months
8.	Location	Torbay housing schemes
9.	Car Mileage	Inland Revenue rates apply
10.	Disclosure and Baring Service Check	The successful applicant for this post will be subject to a DBS Check
11.	Contact details	Olivia Downes – Services Manager Telephone – 07583 096747
12.	Contact details for support with the application form	jobs@westwardhousing.org.uk

**June 2022**