

JOB PROFILE

Housing Team Leader

Permanent Contract

- Location:** Monarch Court, Cadogan Terrace, Hackney with multiple sites.
- Responsible to:** Housing Coordinator
- Responsible for:** Housing Worker & Housing Associate
- Salary:** GRADE E.1 £28,300 per annum
- Hours:** 35 hours per week to be worked on a shift rota basis covering Monday to Sunday between 8.00am to 4.00pm, 10.00 to 6.00pm, 11.00am to 7.00pm and 2.00pm to 10.00pm.
- The post holder will be part of an on-duty rota.
- Annual leave:** 33 Days per annum including public holidays
- Other Benefits:** Pension scheme, interest free season ticket loan and a free confidential telephone counselling.
- Job Purpose:** The post holder will have managerial responsibility for the Housing Workers at the City YMCA Monarch Court accommodation project. They will ensure all relevant regulatory standards are met. They will ensure their team provides quality information, advice and guidance service, helping young people to build a future of their choosing; thus helping to embed a Psychological Informed Environment. They will be responsible for ensuring residents are provided with support with claiming all relevant benefits that they are entitled to, for prevention of rent arrears; as well as, all voids and referrals are managed and maintained and that all young people are fully inducted into the service. As well as managing an assigned case load of residents and ensuring the smooth running of the reception.
- Job Context:** The housing project provides short term temporary accommodation for 87 single homeless vulnerable young people aged 16 to 25 from a variety of backgrounds including: offending, mental health, domestic violence and alcohol & drug abuse. The hostel reception is open 24/7 – 365 days a year.

1. Duties and Responsibilities

Housing Management

- To oversee the day to day operation of the Housing Department in the absence of the Housing Coordinator and ensure that the residents are receiving the best practice possible in line with your line manager

- Work collaboratively with the Housing Coordinator to establish, develop and review processes and procedure to ensure the effective running of the Housing Team
- Ensure the implementation of robust reporting system for all incidents, evictions, complaints and faults providing regular updates to the Housing Coordinator
- To be responsible for incidents and complaints management and report in line with City YMCA policies and procedures, ensuring all incidents and complaints are investigated and sanctions are given when appropriate
- To oversee the evictions and abandonments in line with housing legislation and best practice
- To manage the Association's Housing stock to a high standard and ensure that repairs are actioned in accordance with set targets and standards and take corrective action where repairs are not carried out or below standard
- To co-ordinate pre-void inspections, re-letting works, needs & risk assessments and move-ins
- Ensure the team is the main source of benefit information, advice and guidance to residents
- Ensure the team help residents to sustain their license agreement
- To conduct and ensure staff conduct quarterly meetings with assigned caseload of young people to address: rent, license agreement, resident involvement, life skills and move-on
- Ensure that all records and databases are kept up-to-date and that information is input in a timely and accurate manner
- Ensure the smooth running of the accommodation on a day-to-day basis including reporting faults and cleaning issues in a timely fashion
- Collate and write housing reports as specified by the Housing Coordinator
- Review case files of the residents and ensure they are receiving the help in line with policy and procedure
- To ensure that all relevant Core, CRF and CSS forms are completed and inputted digitally at the end of each quarter in line with central government regulations
- Work collaboratively with your line manager to implement the 'For Youth' accreditation and embed a Psychological Informed Environment.

External Agencies

- To oversee the robust referral system (for referrals into and out of the accommodation) and room booking procedures as determined by the Housing Coordinator
- In liaison with the Housing Coordinator, ensure effective communication with external referral agencies, private landlords or other sources

Licence Agreement

- Monitor license agreements with Housing practitioners ensuring breaches are effectively reported to the Housing Coordinator
- Develop a high-quality license sustainment model ensuring its implementation through housing practitioners
- To ensure that the move-in pack and policy & procedure are reviewed yearly and are being adhere to at all times
- To ensure that the welfare checks are completed monthly and warnings are issued in line with the policy & procedure

Income Maximisation

- Implement a robust monitoring mechanism ensuring maximisation of occupancy
- In consultation with the Rent Support Coordinator, oversee agreements to reduce arrears and initiate remedial action accordingly in line with City YMCA's policies and procedures

- Develop and implement a robust monitoring system to actively manage rental income and any arrears within the targets set by the Housing Coordinator, including managing an assigned case load of residents
- In the absence of the RSC, undertake the relevant activities to ensure continued collection of rent in line with the Rent Arrears Policy; including issuing NTQ's and carrying out evictions as directed by the RSC or Head of Finance

Resident Involvement

- In collaboration with the Resident Engagement Co-Ordinator identify relevant external agencies or in-house structures to facilitate transition of young people.
- To source and negotiate move-on opportunities with housing providers.
- Develop and manage resettlement activities and opportunities for vulnerable young people
- Support the implementation of the Resident Involvement Strategy as guided by the Housing Coordinator

Regulatory Standards and Compliance

- To ensure all staff work in line with the organisation Child Protection and Safeguarding policies and procedures
- To develop Housing Services in line with the Housing Regulation Framework guidelines and to assist in any Inspections
- Perform regular quality checks as specified by the Housing Coordinator

Reception Operations

- Account for all cash, cheques and credit card payments on a daily basis and arrange safe banking
- Maintain cash-handling procedures and other transaction procedures to the highest levels of accuracy in line the City YMCA policy and procedure
- Maintain the highest standards of customer care in all customer-facing interactions, ensuring all customers are greeted, queries and calls are answered professionally at all times
- Ensuring the team greet, answer queries and calls professionally at all times
- Ensure a tight access control system is implemented and adhered to at all times by staff
- Positively represent City YMCA as the first point of contact when at front reception and also to external agencies, third parties and at relevant local meetings
- Supervise the reception area to ensure health, safety and hygiene standards are met, including incident reporting

Foyer Reception Operations

- To manage the front reception when the Concierge position is not on duty.
- To ensure the common areas are tidy at all times.
- To manage bookings for meeting rooms.
- To manage any admin duties including reporting of any maintenance concerns and gym memberships.

Staff management

- Provide line management to the Housing Workers and ensure that the staffing levels are appropriate at all times in line with City YMCA policy and procedures, ensuring staff work toward target achievement. This will include managing annual leave, time off in lieu, sickness, timesheets, rota's, regular work reviews, recruitment and selection of new staff and performance within the team

- Identify, develop and implement appropriate training programmes for staff including awareness of working with young people, complaint handling and customer care skills
- Ensuring effective duty rota development and implementation in liaison with the Housing Coordinator
- Ensure that City YMCA's policies and procedures are understood and implemented by the housing department

2. Other

- Contribute constructively to the Housing Team by implementing handover procedures and attending internal meetings, ensuring effective communication and information is shared and maintained at all times.
- To represent the organisations at various relevant external forums and meetings.
- Assist, maintain and develop the processes and procedures of activities within the team
- Maintain a thorough knowledge of housing legislation, City YMCA's Code of Conduct, Finance Policies and Procedures and Human Resources Policies and Procedures and act within them at all times
- To undertake other duties commensurate with grade and status
- To provide cover at any City YMCA site for holiday or sickness within the housing department
- Carry out all duties with due regard to the Ethos, aims and purposes of City YMCA and its Christian basis

3. Scope and limits of authority

- To be responsible for ensuring 24/7 rota coverage
- To be responsible for the upkeep of all administration information systems (manual and computerised), in particular Amis and referrals, current and ex-resident files
- The banking and processing of all monies received at reception
- To be responsible for the issuing of petty cash and collecting all receipts in line with Finance policies & procedures

General

- Maintain a thorough knowledge of City YMCA London's Code of Conduct, Finance Policies and Procedures and Human Resources Policies and Procedures and act within them at all times
- Ensure that young people are given appropriate opportunities to participate in the work of City YMCA. You may be required to participate in young people's steering groups and forums throughout the year, which may involve working in the evenings or maybe even during the weekend if part of a steering group

**Person Specification
Housing Team Leader**

Knowledge and Qualifications	
Educated to NVQ3 level or equivalent in working with young people (i.e. Youth Work, Advice and Guidance, Housing Support, etc.)	Essential
Knowledge, understanding and awareness of <ul style="list-style-type: none"> • Health and safety provisions and requirements in a residential project • Current housing legislation and regulations 	Essential
Relevant qualification in Housing	Desirable
Has an understanding of the psychological informed environment approach.	Essential
Has a Level 3 or equivalent in First Line Management qualification or equivalent	Desirable
Experience	
Minimum of at least two years' experience of working with young people (preferably in a housing setting)	Essential
Experience of managing staff and/or volunteers	Essential
Experience of working within the housing sector	Essential
Experience of working within a psychological informed environment.	Desirable
Experience of working in a client facing role (preferably in a supervisory position)	Essential
Experience of working at the front desk (reception) setting	Essential
Experience of dealing effectively with difficult client groups	Essential
Abilities and Skills	
Ability to supervise and motivate staff effectively and to promote good team work	Essential
Excellent communication skills with the ability to produce timely and accurate reports in line with deadlines	Essential
Ability to work constructively as a leader of a team and within a multi-agency framework	Essential
Ability to organise self and others to maintain high standards of service and lead teams to desired goals, using own initiative	Essential
Excellent organisational and problem solving skills	Essential
A commitment to equal opportunities in service delivery and diversity in employment practices	Essential
IT proficiency including working with database systems	Essential
Willingness to work flexibly in response to changing organisational requirements	Essential