

**JOB DESCRIPTION**

**Job Title: Refugee Tenancy Sustainment Officer**

**Department: Housing**

**Responsible to: City Housing Manager**

**Location: Shakespeare Street but with travel to other sites throughout the city and the county on a regular basis**

**Hours: 37.5 to include weekends, evenings and early mornings.**

**Salary: Competitive salary**

**Job Purpose**

* To be the primary officer in supporting refugee residents to engage in our Resident Journey and gain key tenancy sustainment skills to achieve independent living.
* To work flexibly to ensure individual needs are met whilst maximising independence and choice and respecting privacy and dignity.
* To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

**Principal Responsibilities**

**1 Service Delivery – Tenancy Sustainment**

* 1. To provide targeted intensive housing management services for refugees accessing our services to sustain residencies and prepare them for more permanent move on accommodation.
	2. To provide regular outreach services to refugees in our hostels and transitional houses. Providing refugees with quality life skill sessions e.g. cooking, budget management, cleaning etc in their own familiar surroundings.
	3. To develop and maintain effective partnerships with Refugee Community Organisations (RCOs), permanent housing providers and other external support services for the Refugee community.

1.4 To ensure that refugees are actively involved in developing and shaping the service they receive.

1.5 To support the management team in publicising refugee projects and specialised accommodation services and network with appropriate organisations within the statutory and voluntary sector.

1.6 To provide refugees with opportunities to evaluate the services they have received.

1.7 To ensure that key performance measures of the service are met. This includes occupancy of bed spaces and rent management.

1.8 To ensure all aspects of service delivery in the hostels and transitional homes complies with contractual, legislative and other requirements.

* 1. To respond to complaints from residents and the public in a timely and effective manner.
	2. To take effective enforcement action where there are breaches to Nottinghamshire YMCA license agreement. This includes issuing warnings and terminating license agreements where reasonable and proportionate.
	3. To be responsible for undertaking own administration weekly and keeping up to date with resident records and evaluation of programmes
	4. To maintain appropriate records of residents in line with Nottinghamshire YMCA policies and current legislation/statutory frameworks
	5. To support generic Tenancy Sustainment Officers when working with refugee residents to ensure they receive the correct intensive housing management in line with refugee focused housing support programmes.
	6. To provide training, coaching and mentoring on refugee housing related issues as required.
	7. To lead on the development of a translation service; including recruitment and support of volunteer translators.
1. **Managing Resources**
	1. To ensure the preparation of accurate and relevant statistical and financial information as required in relation to refugee intensive housing management programmes.
	2. To ensure the efficient collection of all rent including housing benefit, personal charge and support charge contributions
	3. To maximize income from other income streams including sourcing funding and applying for funding to enhance the service offering.
	4. To participate in the design and implementation of new housing policies and procedures and update existing policies as appropriate to the accommodation services.
	5. To work with the housing management team and other staff to mediate and find resolutions to any disputes and conflicts between residents
	6. To identify and maintain external support with partners organizations and attend networking events and forums as appropriate

**Responsibilities of all YMCA staff, casual workers and managers**

**1 Ambassador for the YMCA**To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA’s core values, mission, vision, and ethos and to positively and proactively protect the YMCA’s reputation.

**2 Other Duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

**3**  **Discretion to Act**
 To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

**4** **Relationships and Confidentiality**To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

**5 Association Ethos**To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

**6 Health and Safety**To adhere to the Association’s Health and Safety policies at all times.

**PERSON SPECIFICATION**

**Please ensure that you address all the requirements marked with an “A”**

**in the final column as we will be looking for this information when Shortlisting.**

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| ***Area*** | ***Criteria*** | ***How Assessed\**** |
| **Experience** | 1.1 Experience of providing housing and/or supported housing services to refugees or asylum seekers | A, I |
| 1.2 Considerable experience of developing support programmes for refugees and asylum seekers  | A, I |
| 1.3 Experience of intensive housing management (rent collection and payment planning, managing anti-social behavior, housing allocations and housing options etc) | A, I |
| **Knowledge** | 2.1 Working knowledge of Housing Benefit, Personal Budgets and the welfare and benefits system | A, I |
| 2.2 Good understanding of the needs of refugees, their housing rights, support services available and associated legislation | A, I |
| 2.3 Knowledge of relevant housing and homelessness legislation, regulation and statutory frameworks | I |
| 2.4 Good understanding of safeguarding issues  | I |
| **Education/ Training / Qualifications** | 3.1 Professional qualifications such as NVQ Level 2 in Housing and Social Care and/or willing to work towards a qualification | A, D |
| 3.2 Full driving licence (Essential) | A, D |
| **Skills & Abilities** | 4.1 Excellent literacy, IT, financial and numeracy skills | A, T |
| 4.2 Ability to manage and deal with conflict and diffuse difficult situations with confidence | I |
| 4.3 Ability to demonstrate and understand the importance of performance management to clearly stated targets and goals | I |
| 4.4 Ability to make informed decisions | I |
|  4.5 Excellent organisational and prioritisation skills | A, I |
| 4.6 Ability to work with discretion, integrity and confidentiality | A, I |
| 4.7 Ability to initiate and implement change | I |
| **Other work related requirements** | 5.1 Ability to support the Christian core values of the Association | A, I |
| 5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service | A, D |
| 5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds | A, I |
| 5.4 Ability to travel to all of our sites as required | I |

**\*When Assessed** – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

*Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity*

*Nottinghamshire YMCA is committed to the protection of children and vulnerable people.*