



Registered Charity No. 243044

JOB DESCRIPTION

Job Title:	Housing Needs Assessor
Department:	Housing
Responsible to:	Housing Manager (County)
Location:	Based at Mansfield Hostel, Commercial Gate, Mansfield
Hours:	37.5 hours per week
Salary:	£19,500 per annum

Job Purpose

In a stand-alone role, you will lead the processing of housing applications including:

- To take the lead on managing housing applications and allocations pursuant to Nottinghamshire YMCA's Lettings Policy
- Liaise with a range of external agencies and partners to process referrals promptly
- Provide management with appropriate statistical information to inform strategic decisions
- Work with the Tenancy Sustainment Team to ensure successful applicants are accommodated quickly and support the Resident Journey/Pathway
- To support the development of an organisational culture that puts our Christian Core Values – Caring, Respect, Honesty and Responsibility – at the centre of all we do.

Principal Responsibilities

1. Undertake face to face interviews with applicants, recording all relevant information accurately
2. To process, monitor, assess and review applications/ referrals for accommodation, conducting eligibility checks and undertaking risk assessments of vulnerable applicants some of whom have a wide range of multiple and complex needs for their suitability to enter our accommodation.
3. Communicate decisions to applicants in a sensitive and professional manner.
4. To ensure information pertaining to available bed spaces is up to date and accurate and communicated daily for coordination purposes.
5. Take the lead on collating accurate information relating to applicants and processing efficiently; pursuant to General Data Protection Regulations.
6. To develop positive working relationships with key stakeholders and a wide range of external agencies to encourage referrals into our Housing service.
7. Provide guidance and support to applicants (or sign post them to relevant agencies) in relation to benefit entitlement to ensure rent obligations are met.
8. To ensure that all applicants are aware of and agree to service stipulations and expectations at point of assessment.
9. Process claims for Housing Benefits and deal with any queries for information from Mansfield and Ashfield District Council.
10. Support new residents to update their benefits once accepted into the service and provide any information necessary to process their Housing Benefit claims.

11. To ensure utilisation of bed spaces is always maximised.
12. To ensure awareness and understanding of policies and procedures relevant to the scheme and work within them and proactively keep up to date with developments in housing management, current housing issues and housing support.
13. To update and maintain effective, accurate reporting (including the completion of statutory forms), filing and recording systems in relation to applicants and move ins.
14. To assist with any administration tasks and in the development of service improvements.
15. To support the implementation of the quality compliance programme, including the introduction of Salesforce (CRM).

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.

Line Management Responsibility: None

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.

Job Title: Housing Needs Assessor

Area	Criteria	How Assessed*
Experience	1.1 Experience of working in a fast paced, challenging environment	A, I
	1.2 Experience of the voluntary & community sector, and supported housing.	A, I
	1.3 Experience of Housing Options, Housing Benefits and Housing Allocations.	A, I
	1.4 Experience and/or knowledge of support planning and completing risk assessments for vulnerable groups.	A, I
Knowledge	2.1 High level knowledge of the benefits system, particularly Housing Benefit and DWP claims.	A, I
	2.2 A clear, in depth understanding of safeguarding and related issues.	A, I
	2.3 Proven experience of Microsoft packages, specifically Word, Excel, Access and Outlook.	A, I, T
	2.4 Understanding of national and local priorities within the Housing Sector.	A, I
	2.5 Understanding of issues affecting vulnerable and socially excluded groups	A, I
Education/ Training / Qualifications	3.1 Proven literacy, IT and numeracy skills.	A, I, T
Skills & Abilities	4.1 Strong organisational skills including problem solving, time management, planning and prioritising.	A, I
	4.2 Ability to work at pace but with a high degree of accuracy.	A, I
	4.3 Ability to maintain and write/produce accurate and timely records, forms, claims and statistics.	A, I
	4.5 Ability to demonstrate exceptional interpersonal, and communication skills including the ability to relate to and engage with homeless applicants and residents effectively.	A, I
	4.6 Strong level of resilience and coping skills to manage exposure to sensitive disclosures.	
	4.6 Ability to work unsupervised and make informed decisions.	A, I
	4.7 Understanding of the needs of people from diverse cultural, social and racial backgrounds.	A, 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 <u>plus</u> 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 between various accommodation sites and attend meetings, training and events if required.	A, I
	5.5 Flexibility with regard to working hours.	A, 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, young people and adults at risk