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**JOB DESCRIPTION**

**Job Title: Housing Manager– County**

**Department: Housing**

**Responsible to: Housing Development Manager**

**Location: Mansfield YMCA, Commercial Gate - but with travel to other sites throughout Mansfield, the City and County on a regular basis**

**Hours: 37.5 to include weekends, evenings and early mornings Salary: Up to £30,000 per annum**

**Job Purpose**

* To provide an effective and comprehensive housing management and tenancy support servicefor residents living in our hostel and transitional homes in Mansfield and the County, thus enabling them to sustain a tenancy and achieve independent living.
* To manage the Tenancy Support Officers and provide leadership for the team
* To manage our temporary accommodation sites in Mansfield and the County
* Ensure commissioned services are delivered pursuant to contractual and quality standards
* 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**

**Service Delivery –Tenancy Sustainment**

* 1. To ensure all aspects of service delivery in the hostels and homes complies with contractual, legislative and other requirements
  2. To ensure effective implementation of the Allocations Process. This includes developing clear referral pathways for external agencies to refer into and out of our service.
  3. To ensure that initial assessments of all residents takes place and that decisions on allocations are made on a risk and need appropriate basis
  4. To ensure that all activities and engagement with service users are risk assessed and appropriate action is taken
  5. To ensure that regular contact with residents is maintained in accordance with requirements of the service
  6. To ensure robust implementation and management of safeguarding policies and procedures in line with statutory and legislative requirements
  7. To develop a high quality service which takes into account the wishes and needs of residents, pursuant to QAF standards
  8. To effectively manage complaints from residents and those within the community, promoting a good reputation and confidence in the service
  9. To develop and maintain effective working relationships with all partner organisations and local communities to ensure that residents receive appropriate plans and programmes to sustain their tenancies.
  10. To work with the team, internal and external partners, to ensure that residents have a real impact on the design and delivery of services and outcomes are appropriately recorded
  11. To develop and implement a service user involvement strategy
  12. To lead the Tenancy Support Officers in managing anti-social behaviour issues and other breaches of licence, ensuring enforcement action is proportionate, and in line with the legal and regulatory framework
  13. To work in partnership with the Facilities team and Housing Officer team to ensure all temporary accommodation is maintained to a good standard and report any repairs, maintenance or health and safety issues as they arise
  14. To deputise for the Housing Development Manager, to assist in the provision at our Nottingham City sites as required and to provide cover for other managers throughout the housing department as required

**Managing staff**

* 1. To be responsible for the effective recruitment, selection and induction, motivation and development of staff, placements and volunteers
  2. To supervise and evaluate staff performance against key performance indicators, set targets and follow up with appropriate action as necessary
  3. Conduct regular service audits and provide detailed reports on findings and required actions to senior management
  4. To ensure there is adequate staff cover for service delivery at all times
  5. To provide training, coaching and mentoring on housing related issues as required
  6. To contribute to wider organisational initiatives and external working groups as appropriate
  7. To supervise staff on site from other services to ensure they deliver an appropriate service, including Maintenance, Domestic and Housing Officer teams

**Managing Resources**

* 1. To assist with the management and monitoring of the Housing Budget
  2. To ensure the preparation of accurate and relevant statistical and financial information as required
  3. To ensure the efficient collection of all rent including housing benefit, personal charge and support charge contributions
  4. To maximize income from other income streams including sourcing funding, fund writing and applying for funding
  5. To work with the Operations Manager and Housing Development Manager to design and implement new housing policies and procedures and update existing policies as appropriate to the accommodation services.
  6. To ensure that voids are minimized through the management and maintenance of a clear, planned move in and move out process

Sustaining Tenancies

* 1. To work with the Housing Development Manager and Business Resource Centre to ensure residents claims for benefits are appropriate and will ensure recovery of rent and service charges
  2. To identify and maintain external support with partners organizations to maximize the resident journey and as part of robust move-on packages for youth residents

**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 YMCA Robin Hood Group and to keep confidential all information about individuals and the business of YMCA Robin Hood Group. 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:**

To line manage the Tenancy Support team which currently comprises 2 full time equivalent posts. The postholder will be also be expected to supervise work placements, trainees etc as required.

The postholder will also be expected to provide direction and support to other members of the Housing team including Housing Officers, Domestics and Maintenance Workers based in Mansfield / County sites and line managed by other managers.

**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 Manager (Youth & Benefits) – County**

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| --- | --- | --- |
| ***Area*** | ***Criteria*** | ***How Assessed\**** |
| **Experience** | 1.1 Experience of providing youth supported housing, settled care and/or other youth provisions | A, I |
| 1.2 Considerable experience of managing a staff team effectively including recruitment, training, managing performance, disciplinaries etc | A, I |
| 1.3 Experience of dealing with difficult situations, and challenging people and handling conflict appropriately | A, I |
| 1.4 Experience of planning and managing rotas, schedules of work etc | A, I |
| 1.5 Experience of managing accommodation sites preferably within a supported housing setting | A, I |
| **Knowledge** | 2.1 High level working knowledge of Housing Benefit, Personal Budgets and the welfare and benefits system | A, I |
| 2.2 Good understanding of the needs of vulnerable young people and the services available to them | A, I |
| 2.3 High level knowledge of relevant housing and homelessness legislation, regulation and statutory frameworks | A, I |
| 2.4 High level understanding of safeguarding issues (adult and children) | I |
| **Education/ Training / Qualifications** | 3.1 Recognised Youth Work qualification or willing to work towards this (desirable) | A, D |
| 3.2 Full driving licence (Essential) | A, D |
| 3.3 First Aid qualification or willingness to acquire within 6 months | A, I, 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 effective leadership in order to enable effective individual and team performance | I |
| 4.4 Ability to establish and maintain effective partnerships with youth support services and other agencies | A, I |
| 4.5 Ability to make informed decisions, give direction and lead by example. | I |
| 4.6 Excellent organisational and prioritisation skills | A, I |
| 4.7 Ability to work with discretion, integrity and confidentiality | A, I |
| 4.8 Ability to initiate and implement change | 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 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

*YMCA Robin Hood Group is committed to promoting diversity and practicing equality of opportunity*

*YMCA Robin Hood Group is committed to the protection of children and vulnerable adults*