



Dewis Job Description

Housing Support Officer

Accountable to:	Business Manager
Grade:	£21,507 per annum (35hrs per week) pro rata
Hours:	21hours per week, plus flexible working (£12,904 pa)
Holiday entitlement:	27 days plus bank holidays per annum pro rata
Probationary period:	6 months
Period of Contract:	Permanent Contract
Period of Notice:	1 week during probationary period, 1 month thereafter.
Head Office:	Dewis, 47 Station Road, Port Talbot SA13 1NW

Background

Dewis provides a range of integrated, outcome-focused services to young people aged between 16 and 25 who are homeless, threatened with homelessness or leaving the care of the local authority. Dewis work with young people holistically to ensure that we:-

- Respect, Promote and Encourage
- Include, Consult and Support
- Empower, Listen and Learn

Objectives of the Post

As a Housing Support Officer, you will be responsible for enabling young people to live independent lives in the community through the effective management of Dewis tenancies from allocations and tenancy sign up through to move on. The role will focus on developing positive, trusting relationships with young people including those with complex needs, to support them in the development of independent living skills, tenancy management, promoting participation and community engagement, and with colleagues within the Dewis support team focusing on effective housing management and income maximisation and young person's tenancy management. You will be responsible for enabling young people to live independent lives in the community through the PIE (Psychologically Informed Environment) methodology; person centred support and targeted interventions. As a professional you will be required to keep robust records, work in partnership with the support team and other Dewis stakeholders to effectively manage housing, tenancy, property maintenance, health & safety and compliance matters. Liaise effectively with the maintenance staff ensuring efficient, effective provision of service and to facilitate access to the properties.

Performance Measures

The Housing Support Officer will deliver outcomes for young people in four key areas:

KPA1 – Effective Housing and Tenancy Management, Property Maintenance and Income Maximisation

- Ensures a highly visible, effective, timely and proactive housing management service within the organisation – encompassing, but not limited to the following:
 - Ensures partnership working with the Senior Leadership Team in regard to allocations and sign up of young people in a proactive way to prevent voids in line with policies and procedures based on need.
 - Ensures process of move-in and move-out of units of accommodation are managed in a timely manner undertaking inventories of buildings, move-in starter packs, pre-tenancy work in relation to tenancy awareness and set up, tenancy sign-up, housing benefit applications, service charge arrangements and compliance matters working proactively to maximise rental income.
 - Ensures that properties are well maintained internally and externally in a proactive way and Dewis complies with managing agent maintenance obligations and Service Level/Management Agreements.
 - Ensures that all maintenance, routine repairs, emergency and cyclical works are undertaken by internal maintenance staff/contractors/managing agents.

- e. Ensures that properties are compliant with Health and Safety legislation and Rent Smart Wales regulations, including Fire safety, Gas Safety, Electrical Safety, Legionella and Asbestos regulations and obligations.
- f. Ensures that accommodation units are kept clean and tidy and are free from any hazards that could impact on the health and safety of tenants and others.
- g. Liaises with contractors, staff and young people to ensure removal of bulk waste, items for transporting etc. are undertaken in a timely manner.
- h. Supports and directs the Maintenance Team and allocates tasks to ensure compliance with the above.
- i. Undertakes all aspects of tenancy management including, but not exclusive to house meetings, ASB, Neighbour complaints, tenancy and licence agreement breaches and abandonments.
- j. Ensure the joint working with the Support Team to facilitate the delivery of the young person's support package to aid the sustainability of tenancies and promote independence through move on, including accurate case note recording and up-to-date tenancy related paperwork.
- k. Adopts a reflective approach to practice, demonstrating changing methods to best suit Dewis' housing management and managing partner responsibilities
- l. Ensure all housing management activities are recorded in line with policies and procedures.
- m. Liaise effectively with housing associations, managing partners and consultancy companies to ensure cyclical reviews are managed effectively and Dewis meets all required compliance measures.
- n. Supports young people to manage and control their finances, and understand their tenancy responsibilities, preventing tenancy breakdown and promoting positive outcomes.
- o. Works with the Support Team to ensure young people understand their tenancy obligations in regard to the collection of rent and service charges; and works in a proactive way to prevent arrears in compliance with policies and procedures.
- p. Engages young people in the planning and review of support, encouraging participation at all levels to promote independence skills, promoting a culture of doing with, not doing for.

KPA 2 – Community and Young Persons' Participation Opportunities

- i) Ensures a thorough knowledge of residents and community issues, liaising with the Support Team, Housing Association Partners and other stakeholders in an appropriate manner.
- ii) Promoting and developing young person's involvement, participation and consultation in relation to housing and tenancy management and maintenance with Dewis and partner housing associations, including a minimum of bi-monthly minuted tenant meetings.
- iii) Acts as an advocate for young people within the local community, within Dewis and stakeholders, negotiating solutions that meet the needs of the individuals as well as those of stakeholders in relation to housing management issues.
- iv) Works in a solution-focused way, and providing leadership in the development of continually improving services to young people in relation to housing management and maintenance of the properties.

KPA 3 – Team Player

- i) Supports colleagues in support and practice matters, offers advice and receives criticism constructively.
- ii) Deals with queries and requests from service users, management and stakeholders in a timely manner and / or in line with agreed timescales.
- iii) Acts as a strong advocate for Dewis acting professionally, supporting PR and marketing functions, contributing to the development of services to young people.
- iv) Prepares effectively for supervision and appraisal, contributes fully to meetings both internally and with stakeholders.
- v) Demonstrates commitment and reliability through good timekeeping, attendance and maintaining systems relating to personal movements and appointments.
- vi) Communicates in a timely and effective manner internally and externally and keeps a written record of all communications in line with policies and procedures.
- vii) Uses communication styles appropriate to different people and situations to foster respect, understanding and collaboration. Present information clearly, concisely and accurately to promote understanding.

KPA 4 – Safe Practitioner

- i) Ensures all service users are supported by correct procedural guidelines (e.g. Safeguarding), risk assessment and internal policies and procedures.

- ii) Adheres to providing services within a clear H&S Framework and in line with organisational policies and implement accordingly in day-to-day practice.
- iii) Understands and demonstrates in practice a commitment to whistleblow against any inappropriate practice or abuse.
- iv) Works within, and understands, professional boundaries in working with vulnerable young people
- v) Responds promptly to safeguarding concerns including reporting and escalating in line with policies and procedures.
- vi) Ensures safe working practices and adherence to lone working procedures.
- vii) Ensures effective housing management, working closely with young people to report any areas of concern directly to landlords and/or support staff. Works independently to ensure accommodation is safe and maintained to appropriate standard including ensuring the cleanliness of communal areas, external areas, and supporting young people to clean and maintain their own rooms.

General Organisational Responsibilities

1. To be a flexible employee and undertake any work deemed reasonable by line management and/or the Director.
2. To work flexibly around working times to meet business need.
3. To fully participate in the out of hours on-call rota based on the needs of the business, providing advice and support to young people and lone working colleagues, this may include providing emergency cover, where all other options have been explored.
4. Participate, prepare and actively contribute to regular supervision and annual appraisal.
5. Undertake appropriate training to develop knowledge and skills as agreed with the line management and/or the Director.
6. To actively and proactively promote and represent Dewis in line with our code of conduct, policies and procedures, ensuring positive communication at all levels to ensure effective support to young people and proactive engagement with all stakeholders.
7. Ensure that organisational and service user's confidentiality is maintained at all times, and to disclose malpractice, abuse of systems, fraud or Safeguarding issues.
8. Maintain a high standard of professionalism in all aspects of personal conduct and service provision.
9. It is essential that the post holder is a car owner and driver for which a mileage allowance is paid.

The above is an outline description of the job as it currently exists. The job description will be examined periodically and updated to ensure that it relates to the job being performed, or to incorporate whatever changes are proposed by the organisation. Any such changes will be subject to consultation with the post-holder. It will be the organisation's aim to reach agreement to reasonable change but, if agreement is not possible the organisation reserve the right to insist on changes, following consultation.

Dewis is a registered charity and company limited by guarantee

All offers of employment are subject to:

Two satisfactory references, one of which must be last most recent employer.

- **Satisfactory Enhanced Disclosure from the Disclosure Barring Service**
- **6 month probationary period**

Person Specification – Housing Support Officer

Candidates must provide demonstrable experience and supporting evidence at application stage, and any subsequent interview.

Qualifications	Essential (E) Desirable (D)
NVQ Level 3/ BTEC National Certificate or equivalent in Housing Management	D
IOSH Managing Safely Qualification	D

Fire Marshall/Warden Certificate	D
Experience	
<ul style="list-style-type: none"> • Experience of Housing Management or working in the community • Experience of working in public sensitive situations • Awareness of support services and community issues • Awareness and knowledge of the following (not limited to) legislation and regulations: Housing (Wales) Act 2014, Renting Homes (Wales) Act 2016, Social Services and Well-Being (Wales) Act 2014, Well-being of Future Generations (Wales) Act 2015, Crime and Disorder Act, Health and Safety Regulations, Fire Safety regulations • Experience of and the ability to plan effectively in order to support young people in order to manage and maintain tenancies. • Work effectively with internal and external partners and stakeholders ranging from families and carers, to social work teams and housing association colleagues. • Experience of providing structured support in relation to debt management, financial planning and budgeting. • Ability to advocate, negotiate and broker, ensuring service users best interests are represented. • Maintain compliance with all relevant policy and practice, including internal operational policy, Safeguarding. • Working knowledge of homelessness legislation, welfare benefits, reform and its relevance to the client group. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p>
Key Skills and Abilities	
<ul style="list-style-type: none"> • To be able to produce accurate case support papers, including action plans, legal documentation etc. • Passionate about supporting young people to achieve independence, control and respect. • Personal approach is underpinned by a strong understanding of the needs of young people, and a commitment to advocating for the client group. • Adopts a solution-focused approach to challenging and complex issues. • Ability to prioritise and work to tight deadlines. • The ability to negotiate on behalf of the individuals and the organisation, and ensure Dewis has a visible voice and sufficient exposure. • Understands risk and preventative practice. • Team Player balanced with personal initiative and drive. • High Level of Numeracy in ICT, particularly in MS Office , Web applications, as well as working knowledge of Social Media. 	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other	
<ul style="list-style-type: none"> • Holds a full valid driving licence, and has access to a car for business usage. • Willingness to undertake any training deemed reasonable by the organisation. 	<p>E</p> <p>E</p>