

Job Description

Job Title:	Housing Support Officer
Location:	Based at YMCA Cornwall, Penzance
Responsible to:	Housing Manager
Salary:	£27,236.53 - £28,926.76 FTE, Pro-Rata salary £20,336.61 - £21,598.65 (subject to performance and annual review.)
Hours of work:	28 hours a week on a shift pattern

Job Purpose

The Housing Support Officer's purpose is to work in a team that provide housing related support to vulnerable young people aged 16-24 requiring low – medium support to help them maintain their licences/tenancies and support them towards independent living. Housing Support Officers will prioritise finding appropriate alternative accommodation for residents, whilst maintaining a safe living environment and managing any additional support needs of residents through one to one meetings and liaising and signposting to relevant agencies.

Main responsibilities:

- Ensure residents receive high quality care and effective support
- To work as part of the housing team to help young people identify and meet their personal, social, health, learning and employment needs as identified in their Support and Resettlement plan ensuring safeguarding procedures are followed
- To maintain up to date accurate and confidential case records, documenting events as they happen, ensuring records are clear, complete, and legible
- Admissions into and transfers between properties; including issuing of Licence & Support agreements, key handover and inducting resident into the new accommodation
- Provide advice and assistance to residents to understand and comply with the conditions of their occupancy agreement to enable them to sustain their accommodation
- Ensure all occupants have a live Housing Application in with the relevant Housing Authority
- Ensuring claims for Housing Benefit is made & submitted to cover rent.

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Registered office: International House, The Orchard Alverton Penzance. Cornwall. TR18 4TE. A limited company registered 132372692.

- Support residents to make arrangements for rent payments, arranging payment plans to address arrears and completing 'entitled to' calculations if the young person is working
- To work closely with the young person in sustaining education, employment or training and/or refer to outside provisions to find EET.
- To facilitate resident meetings
- Ensure that the Licence agreement and House Rules are being adhered to.
- To deal with anti-social behaviour and occupancy breaches
- Provide ongoing resettlement support for up to 6 months via contact at agreed intervals
- Deliver support work as part of a shift rota that will include weekend/evening work, including active participation in the on-call support service and be flexible and adaptable to cover for staff absence as required
- Actively participate in supervision, training and commitment to continued professional development

The post holder is required to ensure the rules, regulations and discipline of the YMCA are maintained for the benefit of users, members, residents, clients and staff. Particular attention is to be paid to ensuring that YMCA Cornwall's statutory responsibilities with regard to Health and Safety (including fire regulations) are strictly adhered to.

The working atmosphere is usually relaxed, however the job may be stressful at times and the post holder should expect a degree of crisis management to be part of the role. Setting and maintaining boundaries are a fundamental part of the role, fostering a professional, safe, and sustainable relationship with residents.



