

Role	Housing Officer	Department	Housing & Accommodation
Reports to	Accommodation Manager	Contract Type	Full Time

As a Housing Officer you will actively assist residents in maintaining and aligning to their accommodation agreements, whilst supporting them in engagement and participation activities, promoting everyday life skills, mental health and wellbeing. This pro-active role works cohesively within the Housing Team, providing extended support which includes interviewing prospective residents, welcoming and inducting new residents helping them settle into our facility seamlessly.

Each Housing Officer is assigned a caseload, where you will help foster healthy relationships with residents and staff, whilst seeking out improvements in wellbeing and mental health, through meaningful engagement activities.

Key Responsibilities	
Support & Advice	<ul style="list-style-type: none">• Interview prospective residents, collecting references and other vital information.• Make recommendations to the Accommodation Manager as to whether to offer a placement.• Welcome and induct new residents and familiarising them with our accommodation and facilities.• Ensure residents are clear about their responsibilities and the terms of their accommodation agreement.• Support residents in maintaining healthy relationships with fellow residents and staff members.• Provide meaningful engagement activities which support the residents wellbeing.• Address any behavioural issues e.g. : substance misuse, aggression, offending where necessary.• Challenging unacceptable behaviour and using restorative practice techniques to resolve conflict.• Preparing for a successful move on and living independently.
Environment	<ul style="list-style-type: none">• Promote a supportive and stigma free environment, where residents feel safe and secure.• Ability to encourage participation in education, training and volunteering activities.• Be aware of all safeguarding requirements in respect of exploitation of vulnerable residents.
Administration	<ul style="list-style-type: none">• Attend shifts handovers and staff meetings providing appropriate information for briefings.• Carry out welfare checks and room checks, noting details accordingly.• Provide practical support in areas such as tenancy sustainment and basic living skills.• Ensure accurate client support records, needs and risk assessments through the In-Form System.• Ability to use effectively EPOS till systems to process resident vouchers and rent payments.
Teamwork & Collaboration	<ul style="list-style-type: none">• Ability to work collaboratively with multi agency teams.• Adaptability to work to a fluid rota, operating to the needs of the individuals accessing our service.• Liaise with the North East Lincolnshire homelessness team.
Hours of Work	<ul style="list-style-type: none">• Fully flexible to meet the needs of the business.• shifts will include days, early evenings and weekends.

Education and Qualifications

- Level 2 Health and Social Care (or above)
- Wellbeing and Mental Health Awareness
- Safeguarding Vulnerable Adults Level 2

Competencies

- Excellent Communication and Interpersonal Skills.
- Excellent time management skills.
- Active listener and ability to apply critical thinking.

Accountabilities	
Communication & Relationships	<ul style="list-style-type: none">• Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.• Ensure professional administration of all aspects of work are undertaken in a timely manner.• Ongoing communications with department managers and leads when required.• Promote an open and inclusive working style.
Information Services	<ul style="list-style-type: none">• Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.• Maintain accurate records and data on organisational databases.• Ensure Mandatory GDPR Training requirements are met on an annual basis.• Where role requires, access and implement online external sites so as to process different admin requirements.
Training & Development	<ul style="list-style-type: none">• Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.• Undertake mandatory training courses in line with YMCA Humber requirements.• Undertake job specific training which will enable you to carry out your role and enhance your skills.• Take an active lead in personal development activities to enable you to develop within your role.
Policies & Strategies	<ul style="list-style-type: none">• Ensure your working practice complies with all YMCA Humber policies and procedures.• Ensure you have read and consented to all mandatory policies during your probationary period.• Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.• Awareness of the current Values and Strategies of the organisation.
Planning & Organisation	<ul style="list-style-type: none">• Ability to plan own work schedule to support departmental targets.• Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.• Ability to work within the remit of the daily timetable and ensure day to day workload is completed.• Ability to adjust methods and plans based on business needs.
Safeguarding & Confidentiality	<ul style="list-style-type: none">• Ensure effective safeguarding process are on place are adhered to at all times.• Highlight any potential safeguarding issues, actioning where appropriate.• Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.• Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.
Conduct & Behaviour	<ul style="list-style-type: none">• Conduct yourself in line with the general standards of conduct and behaviour.• Have awareness of risk, health & safety at work and data protection requirements.• Embrace the cultural diversity and beliefs of colleagues and service users.• Operate in a professional and inclusive way through all aspects of your role.
Other Requirements	<ul style="list-style-type: none">• Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.• Undertake any other duties as may, from time to time, be required which are commensurate with the post.• A willingness to work to a variety of hours including evenings, weekends and bank holidays.• Commitment to the YMCA Humber Vision, Values and Christian Ethos.