



YMCA HUMBER

Allocations Officer
Fixed Term

Belong. Contribute. Thrive

Allocations Officer

Contract Type :	40 hours per week : 1 Year Fixed Term - Secondment Role
Salary :	£14.50 per hour (£30,242.00 per annum WTE)
Working Pattern :	Monday to Friday : office hours based upon a day based rota.

YMCA Humber provides safe, supported accommodation and tailored housing-related support for individuals who are homeless, at risk of homelessness, or in need of additional assistance to sustain their tenancy. We work with people to build independence, stability, and resilience through personalised support plans, risk-informed practice, and a focus on long-term positive move-on outcomes. Our services are designed to meet a range of needs in a safe and structured environment, helping individuals progress towards secure and independent living.

The Role:

You will play a key role in managing referrals, assessing housing applications, and coordinating appropriate placements across our supported accommodation services. Working with vulnerable young people and adults, the post holder will help ensure that allocations are fair, transparent, person-centred, and in line with organisational policies and local authority agreements.

The role will involve working closely with colleagues across the organisation, as well as external partners and local authorities, to ensure placements are appropriate, sustainable, and meet the needs of residents. Key responsibilities will include:

- Managing and assessing referrals and housing applications.
- Coordinating appropriate accommodation placements.
- Supporting and facilitating smooth move-ins and transitions into accommodation.
- Maintaining accurate and up-to-date records and allocation information.
- Monitoring occupancy levels and identifying potential placement opportunities.
- Liaising with internal teams, local authorities, and external partners.
- Supporting residents during their transition into stable and suitable housing.
- Promoting good practice around safeguarding, housing stability, and positive outcomes.

We are looking for someone who is organised, proactive, compassionate, and able to build positive working relationships with both residents and professional partners. You will need to demonstrate good communication skills, sound judgement, and a commitment to delivering fair and person centred housing solutions. If you are ready to take on a new challenge, we would encourage you to apply for this exciting role.

Key Responsibilities:

Decision and Allocations Management

You will have the ability to assess risk, identify individual support needs, and determine suitability for accommodation placements to ensure safe and appropriate housing outcomes. With confidence in making fair, transparent, and evidence-based allocation decisions in line with organisational procedures, you will be capable of managing competing priorities and a varied caseload effectively, while allocating vacant properties in accordance with established processes and policy guidelines.

Partnership and Interagency Collaboration

By liaising effectively with local authorities, external agencies, and internal support teams, you will provide strong communication and collaborative working. You will handle sensitive information with professionalism and maintaining strict confidentiality at all times, and have experience with council allocation systems and housing waiting lists, such as HRS, and more so the ability to work closely with internal teams and external partners to achieve positive outcomes for residents.

Client Engagement and Support

You will provide an excellent service to all individuals contacting the association, ensuring accurate and timely information is delivered. You will encourage feedback and make certain that all queries are fully addressed and resolved in line with relevant legislation. In addition you will have the ability to work collaboratively with residents and the housing team to support rent reconciliation and, via phone or in person visits, assists individuals who require referrals into the homeless team.

Collaborative Working

Working closely with all departments to ensure smooth day-to-day operations, you will actively contribute to individual and team targets, keeping allocations, vacancies, and waiting lists up to date. You will also have the ability and compassion to foster a welcoming and inclusive environment that reflects YMCA Humber’s values.

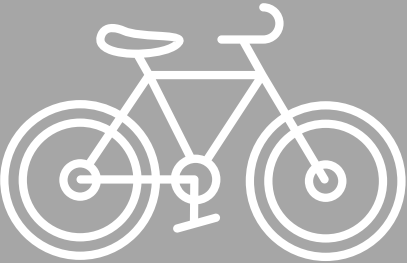
Data and Reporting Analysis

With excellent communication skills you will produce reports with regards waiting lists, applications, and allocations, as well as be responsible for inputting data to regulatory partners. This key role involves accurately recording client information, tracking allocations, departures, and demographic details.

Qualifications	• Level 2 Health and Social Care (or above) • Wellbeing and Mental Health Awareness • Safeguarding Vulnerable Adults Level 2
Experience	• Working with vulnerable adults in housing or supported accommodation setting. • Experience in social care, mental health, or community support services. • Supporting individuals with complex needs.

As an inclusive and supportive employer, YMCA Humber values a wide range of skills, experience, and learning backgrounds. We will take time to carefully consider all relevant practical experience in building maintenance, repairs, and facilities support, and we recognise that valuable expertise is often gained through hands-on, work-based experience as well as formal qualifications.

YMCA HUMBER *Benefits that support you*

 Buying & Selling Annual Leave	 Cycle To Work Scheme	 Access to Onsite Gym	 Wellbeing Support Sessions	 Staff Uniform Provision
 Free Parking & Expenses	 Real Living Wage Employer	 Training Progression	 Tickets For Good Account	 Blue Light Card Discount

We offer a supportive, inclusive workplace where you can make a real difference. You'll benefit from training and development opportunities, regular support, a positive work-life balance, and access to wellbeing support all within a values-driven organisation that values its people.

Time to Apply and Make a Difference

This role involves delivering person-centred support within supported housing, working with individuals who have a range of housing and support needs. You will assess referrals, contribute to placement decisions, and support new residents through induction, ensuring they understand their accommodation and responsibilities.

Working collaboratively with multi-agency partners, you will help ensure coordinated support while promoting a safe, respectful, and stigma-free environment.

If you are organised, proactive, and passionate about maintaining high-quality environments that support people and communities to thrive, we encourage you to apply.

Applying for a role with YMCA Humber could not be simpler.

Read the job pack carefully to make sure the role is right for you.
Submit your CV and Covering Letter before the closing date to :

Ceinwen Fews : People and Policy Manager
e-mail : ceinwen.fews@ymca-humber.com
phone : 01472 403020 ext 550

Equality, Diversity and Inclusion Statement

Individuals with different cultures, perspectives and experiences are at the heart of the what YMCA Humber operates, and whilst out core values of 'protect, trust, hope and persevere' are based upon Christian principles, our desire and aim is to recruit, develop and retain the most talented people, irrespective of background, making best use of their talents.

YMCA Humber is committed to building inclusive, resilient communities.
We welcome applications from all backgrounds and life experiences.