

Your life can change  
in seconds.



As part of the consultation process we  
from both De Montfort University and  
School.

We talked with both groups about the  
homelessness, their preconceptions, and  
thought a certain type of person would  
how they might feel if they became  
homeless.

The students from Rushey Mead also  
drawings and pictures and we wanted  
on a larger scale. The canvas takes  
drawings and  
incorporates some of the words and  
given to us.



**Accommodation Sustainment Officer**  
**Application Pack**  
**Closing Date: Monday 20<sup>th</sup> March 2017**

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## Accommodation Sustainment Officer x 2

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**Contract:** Permanent

**Hours:** 37 hours per week

**Salary:** £16,393 - £18,560

Action Homeless is a local charity dedicated to tackling the causes and consequences of homeless in Leicester and Leicestershire. We are looking for a self-motivated individual to join its team in the provision of emergency temporary accommodation within the city. This is an ideal role for those who enjoy a challenge whilst working within a vibrant and ambitious charity.

Your role will involve working closely with our support team. You will be responsible for inducting new residents, being the point of contact for residents, implementing our rent management processes, ensuring health and safety, providing a client focused accommodation, and participating in a rolling shift rota.

We are seeking an individual that possesses experience of working in a customer-oriented service environment, delivering housing management services with knowledge and understanding of relevant housing legislation and current issues. You should have a flexible and innovative approach and be able to work as part of team.

For further details about this role, including the person specification and to download our application form, please download our recruitment pack from [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk). Alternatively, you can call 0116 2211851 to request a copy of the recruitment pack and an application form.

**Closing date: 20<sup>th</sup> March 2017**

**Assessments & interviews: Week commencing 3<sup>rd</sup> April 2017**



## About Action Homeless

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Action Homeless provides a range of services for homeless people and people who are worried about homelessness in Leicester and Leicestershire. These include information, advice and accommodation services. We also work within the community to try to prevent homelessness from occurring in the first place.

Our services aim to give people the confidence and skills they need to achieve and maintain independent living and to make a great contribution to the local community.

We believe that, wherever possible, it is much better to prevent homelessness from occurring before people reach a crisis in their lives. Preventing homelessness is a key focus for Action Homeless and an area, which we will be developing over the next five years. We launched a 'No Second Night Out' in Leicester which is a partnership project, that aims to ensure that anyone rough sleeping in Leicester is linked with accommodation and support services as quickly and efficiently as possible.

Unfortunately, there are cases where people do reach crisis point and find that they do not have a safe place to stay. In these situations, we are here to help and work with Leicester City Council to provide emergency accommodation to vulnerable adults who need it. In addition, our Accommodation Assist project offers high quality temporary housing to people who are homeless or threatened with homelessness and need a safe place to live whilst identifying more stable and permanent housing. Our accommodation across Leicester varies to include large supported housing projects, small-shared houses, bedsits and self-contained flats.

Action Homeless successfully brought back into use 20 empty properties through funding secured from DCLG. The project renovated empty properties, transforming them into affordable accommodation for people leaving homelessness services. In line with our strategic priorities, Action Homeless plans to continue with this work and provide an affordable solution to homelessness.

During 2016, we were successful in obtaining £140,000 from Nationwide Foundation, which helped us to purchase and renovate a further 3 properties. This also meant we were able to create 17 more units of affordable housing accommodation.

We believe that putting a roof over someone's head is only the first step to helping them to regain their independence and therefore we provide access to an extensive support programme, which includes:

**Engage** – a purpose built support centre which acts as the base for a varied events and activities programme that promotes skills development and independence.

**Action Trust** – a social enterprise that offers work placements, training and employment opportunities to ex-offenders and people with experience of homelessness.

**Moneywise** – a project that seeks to improve individual's financial confidence through a programme of group workshops and one-to-one training and education.

More information about Action Homeless and what we do can be found on our website at [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk)

## Accommodation Sustainment Officer Job Description

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<b>Job Title:</b>	Accommodation Sustainment Officer
<b>Responsible to:</b>	Accommodation Sustainment Manager
<b>Hours:</b>	37 hours per week
<b>Salary:</b>	£16,393 - £18,560

### Job Purpose

To provide a comprehensive housing management service to tenants who would otherwise be at risk of failing their tenancies. You will promote and encourage independence, quality of life, health and well being. You will oversee rent and void management and provide practical advice and information on wide range of issues including, housing, welfare rights, finance, and life skills. You will need to show empathy with, and be aware of the need of people who may be vulnerable for a variety of different reasons.

### Main Duties

1. Oversee the housing element of prospective new clients from offer through to sign up and liaise with the Support Team as required.
2. To sign up new tenants and to advise them of their rights and obligations under the condition of their tenancies/licence agreements and fully induct tenants into the new accommodation.
3. To regularly ensure that all clients are in receipt of the correct welfare entitlements and are fully informed as to their future housing options.
4. To assist clients with their life skills, money management, social skills and health/ well being in order to promote their independence and successfully sustain their tenancies/licences.
5. To work with Accommodation Sustainment Co-ordinator to develop and encourage initiatives that will assist our clients to enhance their social opportunities, access to health, education and interpersonal relationships.
6. To be the first point of contact in all matters relating to our clients tenancies or licences e.g. housing benefit advice, anti social behaviour, arrears advice.
7. To deal with any breaches of the tenancy / licence agreements appropriately by implementing our warnings and eviction procedures and investigate complaints of neighbour / anti social disputes.
8. To assist our clients with security and safety matters within their accommodation, informing them of any controlled access and provide advice regarding the use household appliances.

9. To oversee the day to day management of voids and re-lets, ensuring property conditions and standards are maintained and communicating any voids to the appropriate referral points.
10. Responsible for the implementation of the organisations rent management system.
11. Responsible for ensuring all our properties meet Health and Safety standards, reporting any maintenance required to appropriate persons i.e. property landlords or Premise Manager.
12. To actively liaise and work with the support team and provide regular clients updates on areas such as; any rent arrears held, any breaches to licences, any risks to accommodation, and any voids held.
13. To provide an effective and efficient client focused accommodation allocation service, ensuring the highest standards of customer care, equal opportunities and fair treatment are met.
14. To prepare written reports and deal with any correspondence regarding maintenance and incidents as they occur.
15. Assist in the training and development of Trainee Accommodation Sustainment Officers and new team members.
16. To assist in development of new policies and procedures commensurate with the role of Accommodation Sustainment Officer / Team.
17. Participation in and compliance with all agreed employment and organisational practices, procedures and policies.
18. Participation in the organisations out of hours on-call
19. To perform any other duties as may be required from time to time within the remit of Accommodation Sustainment Officer grading.

**This job description is subject to regular review in consultation with the post holder.**

## Person Specification

	<b>Criteria</b>	
	<b>Indicated E (essential) D (desirable)</b>	
<b>Competencies / skills / experience</b>	An understanding of the needs of homelessness and customers.	E
	Strong time management and organisation skills	E
	Strong motivation for wanting to learn new skills and gain new experiences	E
	Any experience of working with a customer orientated service (of any form)	E
	A passion in wanting to work with vulnerable adults or within the voluntary sector	E
	Experience of working within or being part of a team or group	E
	Ability to manage and prioritise own workload	E
	Able to communicate logically, concisely and effectively at all times	E
	Solution-focused mindset with ability to make decisions and solve problems effectively	E
	Effective IT skills and ability to use IT equipment for communication, planning and reporting	E
	Ability to remain calm under pressure, approachable and enthusiastic	E
	Ability to form positive working relationships with colleagues, customers and other stakeholders	E
	Ability of working to and implementing policy and procedure consistently and to the benefit of the organisation	E
Experience of rent collection and debt recovery, supported housing and extra care, tenant involvement and empowerment and dealing with maintenance issues	D	



	Knowledge and understanding of relevant housing legislation and current issues facing social housing	D
	Knowledge of basic Health and Safety practices and experience/ability of ensuring a safe working environment	D
	Ability and some experience in dealing with challenging and difficult situations	D
	Experience of providing administration duties including report writing, form filling, supportive letters, monitoring and completing statistical data	D
	Additional skills or experience in the area of homelessness including domestic violence, mental health, alcohol and drugs	D
	Experience of handling money/rent collection and or debt management, any money handling experience should be able to demonstrate skills required	D

<b>5. Special terms</b>	
<b>DBS</b>	This post is subject to a satisfactory Barring and Disclosure Service check, which will disclose all cautions reprimands and warnings as well as convictions
<b>On-call</b>	To take part in an out of hours on call rota systems.
<b>Un-social Hours</b>	This role will require you to work unsocial hours, including nights and weekends, shift rotas and provide cover in emergency situations at short notice. Able to undertake sleep-in duties as part of an organised rota system (where project is staffed 24 hours).
<b>Driving Licence</b>	In some roles this is essential please refer to the personal specification and indicate on your application form whether you have a clean full licence.

## How to Apply

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To apply for the role please complete the full application form, making sure that it clearly demonstrates how you meet the role profile, and send this to [rajvinderkaur@actionhomeless.org.uk](mailto:rajvinderkaur@actionhomeless.org.uk). Alternatively, you can post your application to Ridgeway House, Little Hill, Newton Lane, Wigston, Leicester, LE18 3SE.

If you do not receive a response to your application by 24<sup>th</sup> March 2017, then unfortunately on this occasion you have not been short-listed.

Please note that CVs and covering letters will not be considered.

**The closing date for applications is Monday 20<sup>th</sup> March 2017.**

**Assessments & interviews will take place week commencing 3<sup>rd</sup> April 2017.**

