

**Accommodation Sustainment Coordinator**

**Application Pack**

**Closing Date: Wednesday 28th June 2017**

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**Accommodation Sustainment Coordinator**

**Contract:** Permanent

**Hours:** 37 hours per week

**Salary:** £22,322 - £24,512

Action Homeless is 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 is to support the manager with day to day co-ordination of all activities for the premises and team. In addition you will be responsible for managing a small team of Night Workers. The role will involve working closely with our support team and your duties will include 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 a team.

Full details about the role including person specification can be downloaded from our website [www.actionhomeless.org.uk](http://www.actionhomeless.org.uk) alternatively please call 0116 2211882.

To apply please complete and return the application form to [tammybolton@actionhomeless.org.uk](mailto:tammybolton@actionhomeless.org.uk)

**Closing date: 28th June 2017**

**Assessments & interviews: Week commencing 10th July 2017**



**About Action Homeless**

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 Coordinator Job Description**

**Job Title:** Accommodation Sustainment Coordinator

**Responsible to:** Accommodation Sustainment Manager

**Hours:** 37 hours per week

**Salary:** £22,322 - £24,512

**Job Purpose**

To support the manager and team with the day to day coordination of Premise Functions. Reporting to the manager on maintenance, security, health and safety of the premises, coordination of void and rent procedures to operate efficiently and effectively.

To ensure the Accommodation Sustainment Team provides high quality housing coordination in order to attain good standards of Intensive Housing Management, and aid the organisation to achieve its key objectives, reporting to the Accommodation manger where appropriate.

To lead a team of Night workers in their operations to maintain out of hours Health, Safety and Security services.

To operate as part of a rota that provides cover over a 24 hour period, 7 days per week.

**Key responsibilities**

1. **Premise Coordination and Intensive Housing Management**

* Supporting the Accommodation Manager in the day to day delivery of key services and activities
* To assist the Accommodation Manager in the Coordination and implementation of Induction procedure for new Starter staff
* Oversee the journey taken by prospective new tenants from offer through to sign up. Liaising with staff internally and externally to build a picture of the support needs the tenant may have.
* To provide an effective and efficient client focused accommodation allocation service, ensuring high standards of customer care, equal opportunities and fair treatment are met. Holding regular engagement with Action Homeless support team / premise staff to fully understand Clients’ needs and backgrounds.
* 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 clients into the new accommodation.
* 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, and arrears advice.
* To ensure benefit applications are complete upon move in and payment options are fully explained to the tenant. Carry out regular benefit checks with tenants.
* 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.
* To oversee the day to day Coordination of voids and re-lets, ensuring rooms and property are thoroughly cleaned and conditions and standards are maintained.
* To Coordinate and communicate any voids and re-lets to the appropriate referral points, Reporting to Management as and when require to ensure facilitation of any Actions needed
* Responsible for the implementation of the organisations rent management system. Take ownership for the prevention of arrears.
* 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.
* To assist clients with their life skills, money management, social skills and health/ wellbeing in order to promote their independence, liaising with Support to successfully sustain their tenancies/licences.
* To prepare written reports as and when required.
* Work flexibly across all accommodation projects as required to ensure intensive housing management is provided to all vulnerable tenants.
* Participation in and compliance with all agreed employment and organisational practices, procedures and policies.
* Participation in the organisations out of hours on-call
* To perform any other duties as may be required from time to time within the remit of Premise Management and Coordination.

1. **Management and Co-ordination of Night Workers**

* In consultation with Night Workers set and agree the targets and standards for the team and housing management ensuring these contribute to achieving the wider organisations objectives.
* Agree performance measures and quality assurance processes with Night Workers.
* Allocate tasks and responsibilities with Night Workers to achieve flexibility and the best use of skills and abilities of team members.
* Coordinate the work of the team including, planning work schedules, covering the rota, annual leave and monitoring schedules, reviewing resources requirements to ensure effective night time management at Mayfield House.
* Ensure that the team actively and collectively monitor team outputs, speed of response, service targets and performance standards.
* Conduct individual reviews of performance to agree areas for improvement and personal development plans.
* Ensure a Healthy and Safe environment is maintained at all times, conducting investigations and dealing with any conflict within the team and service in accordance to Action Homeless’s policies and procedures.
* Ensure residents privacy and dignity is maintained at all times by providing working in accordance with the organisations confidentiality and professional boundaries policies and procedures.
* To provide regular Night Worker supervision and team meetings including the identification of any training needs.
* Treat colleagues, team members and other employees of Action Homeless fairly and consistently using policy and procedure as appropriate, challenging discrimination and professional misconduct.

* To manage and monitor deep cleaning of kitchen and food storage areas, including cookers, paintwork etc.
* To manage and monitor Night Worker cleaning standards in communal area and ensure appropriate standards of Health and Safety are maintained.
* To ensure the teams works within the COSHH regulations ensuring cleaning materials are correctly used.

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

**Person Specification**

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|  | **Criteria**  **Indicated E (essential) D (desirable)** |  |
| **Coordination / Management**  **Competencies / skills / experience**  **Personal Attributes** | Experience of coordinating a small team  Experience of producing rota’s & reviewing resource required  Experience of providing staff supervision including holding team meeting, 121 meetings and performance and development reviews    Ability to delegate and allocate tasks to achieve best use of skills and abilities  Ability to set targets and monitor standards and ensure all work is meeting regulations.  An understanding of the needs of homelessness and customers.  Strong motivation for wanting to learn new skills and gain new experiences  Any experience of working with a customer orientated service (of any form)  Experience of working within or being part of a team or group  Able to communicate logically, concisely and effectively at all times  Effective IT skills and ability to use IT equipment for communication, planning and reporting  Ability to form positive working relationships with colleagues, customers and other stakeholders  Ability of working to and implementing policy and procedure consistently and to the benefit of the organisation  Experience of rent collection and debt recovery, supported housing and extra care, tenant involvement and empowerment and dealing with maintenance issues  Knowledge and understanding of relevant housing legislation and current issues facing social housing  Knowledge of basic Health and Safety practices and experience/ability of ensuring a safe working environment  Ability and some experience in dealing with challenging and difficult situations  Experience of providing administration duties including report writing, form filling, supportive letters, monitoring and completing statistical data  Additional skills or experience in the area of homelessness including domestic violence, mental health, alcohol and drugs  Strong time management, prioritisation and organisation skills  A passion in wanting to work with vulnerable adults or within the voluntary sector  Solution-focused mindset with ability to make decisions and solve problems effectively  Ability to remain calm under pressure, approachable and enthusiastic | E  D  E  E  E  E  D  E  E  E  E  E  E  E  D  E  E  E  D  E  D  E  E |

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| **5. Special terms** | |
| **DBS** | This post is subject to a satisfactory Barring and Disclosure Service check, which will disclose all cautions reprimands and warnings as well as convictions |
| **On-call** | To take part in an out of hours on call rota systems. |
| **Un-social Hours** | 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). |
| **Driving Licence** | 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**

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 [tammybolton@actionhomeless.org.uk](mailto:tammybolton@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 24th June 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 Wednesday 28th June 20th 2017.**

**Assessments & interviews will take place week commencing 10th July 2017.**

