

### Missing Link Job Description

**POST:** **Housing Assistant**

**HOURS: Full time – 37.5 hours**

**RESPONSIBLE TO: Team Leader/ Service Manager**

**JOB PURPOSE:**

This post will work across services to oversee the housing provided as part of our accommodation based services:-

* providing accommodation and housing related support to women with complex needs living in our high and medium level shared supported accommodation

**MAIN OBJECTIVES:**

1. Deliver high standards of housing management to the properties and a responsive, client orientated housing service.
2. Ensure the accommodation complies with: -

* Health and Safety requirements
* Bristol / South Glos City Council Standards for Supported Accommodation

1. Oversee works to properties ensuring: -

* maintenance, repairs and renewals are carried out to a high standard and within budget
* void works and re-lets are planned and managed in a timely way.

1. Adhering to Missing Link rent procedures in order to collect rent and service charges
2. Champion service user empowerment and involvement by ensuring our services:

* Are accessible to all potential service users;
* Value and respect service users as the experts of their experience;
* Work in trauma informed, strength-based and solution-focused ways with service users;
* Facilitate agreed actions into practice; and
* Use service user feedback and involvement to improve our services

## PRINCIPAL RESPONSIBILITIES

1. **Housing Management**
2. Ensure residents are:-

* signed up using the agreed occupancy agreement, understanding their rights & obligations
* inducted into the accommodation, ensuring they understand the health & safety and fire requirements
* settled and safe in their accommodation

1. Collect rent and service charges from residents. Working with support workers to address any issues of non-payment and rent arrears, escalating cases in line with Missing Link procedures.
2. Ensure the effective maintenance of the properties in management, through regular inspections, logging, recording and reporting all repairs in accordance with agreed procedures including liaising with the relevant partner landlords or contractors.
3. Monitor and follow up maintenance works and check works against invoices when presented.
4. Carry out some minor maintenance jobs such as putting up pictures and curtains.
5. Ensure that furniture and equipment provided by Missing Link is maintained and replaced as necessary.
6. Ensure health & safety and compliance checks are completed in all properties in line with Missing Link and Registered Landlords policies, procedures and timescales. Ensure compliance with all statutory rules and regulations and take remedial action where necessary.
7. Carry out welfare checks on a bi-annual basis for flats in management properties where required.
8. Organise the timely turnaround of void properties to meet occupancy targets, liaising with support teams around nominations, carrying out pre-void inspections, clearance and cleaning of rooms/flats and ordering repairs ready for re-let.
9. Provide support as required to address issues of ASB
10. At all times maintain active communication with residents to keep them informed about access arrangements and requirements for house checks, repairs, maintenance and improvement works.
11. **Support**

* Visit the properties frequently, interact and engage with residents with the aim of involving them in maintaining and improving the accommodation standards.
* Identify support needs and provide advice and information on accessing internal and external sources of support referring into services as appropriate.

1. **Record keeping and monitoring**

* Maintain up to date, accurate, legible records and monitoring data relating to housing management using our case management and other systems. Prepare any additional information or housing management reports as required.

1. **General**
2. Actively participate in regular one-to-one supervision, reflective practice groups, annual appraisals.
3. Attend and make a positive contribution to staff / team meetings and to participate in organisational training and development events as required.
4. Act as a representative of Missing Link at internal and external meetings, as required, promote the organisation through building professional links with outside bodies as appropriate.
5. Uphold the values and good name of Missing Link at all times, represent the organisation in a way that is consistent with its philosophy and ethos and within the Missing Link’s Code of Conduct.
6. Work flexibly within a team setting; liaise with other workers as necessary and as appropriate to provide cover for holidays and staff absence.
7. Work within Missing Link’s Health and Safety policy and guidance and to ensure your own health and safety and that of others at all times.
8. Ensure the service is delivered in a culturally sensitive way for all service users, including challenging stigma and discrimination.
9. Observe organisational equal opportunities, confidentiality, data protection policies.
10. Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

***This job description is for guidance only and outlines the general ways in which it is expected you will meet the overall requirements of this post. The list of tasks is not exhaustive and duties may be varied from time to time, with the job description being subject to review and periodic amendments.***

***Missing Link is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse, and expects all staff and volunteers to share this commitment. Missing Link is committed to Equal Opportunities. \*Due to the specific requirements of this role, this post is exempt under the Equality Act (2010), Part 1, Schedule 9 (Genuine Occupational Requirement).***



### Missing Link Person Specification

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| **Essential** | |
| 1 | Numeracy and literacy to NVQ 2 or equivalent |
| 2 | A willingness to learn, take direction and to respond positively to feedback |
| 3 | An ability to empathise with the needs of vulnerable and homeless women and the barriers they face |
| 4 | Experience of delivering quality housing management including knowledge and skills in: repairs, health and safety, rent and arrears management, voids, ordering supplies and general administration. |
| 5 | Experience of delivering quality Health and Safety compliance work in relation to managing homes for rent repairs, health and safety |
| 6 | Ability to work and communicate effectively with colleagues, contractors, residents and visitors |
| 7 | Ability to bring enthusiasm and willingness to deal with practical tasks for example: getting properties ready for people to move in, assessing and reporting maintenance |
| 8 | Understanding of the importance of maintaining quality standards in housing |
| 9 | Ability to record contact with service users, other support /housing related information and to communicate with colleagues and stakeholders using common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software |
| 10 | Ability to work as part of a team demonstrating a flexible approach including a commitment to being part of a rota and on-call system |
| 11 | Ability to adhere to and set professional boundaries and recognise the need for personal safety, whilst establishing and maintaining strong working relationships with service users (training will be provided). |
| 12 | Ability to communicate effectively, both written and verbal, with a range of people |
| 13 | Ability to develop a methodical approach when managing a busy workload and working under pressure |
| 14 | A basic understanding of Health and Safety issues especially regarding Shared Housing |
| 15 | Commitment to service user participation and involvement |
| 16 | A current, full driving licence and access to appropriate motorised transport |