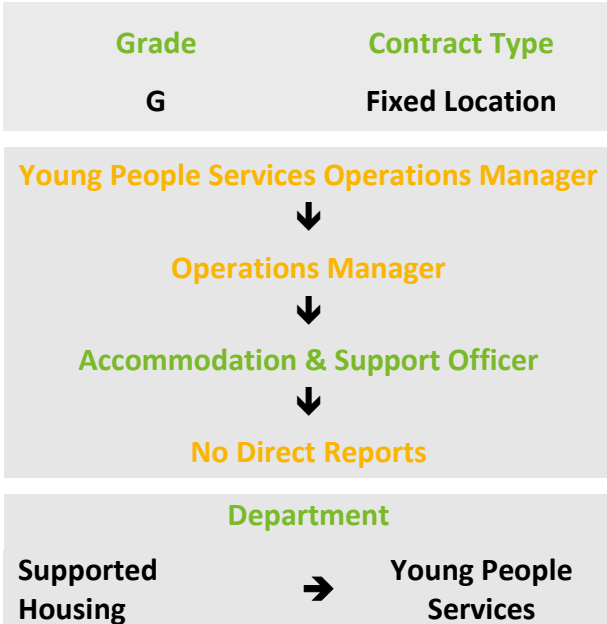


Accommodation & Support Officer



Role Overview

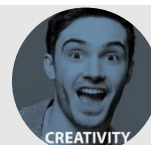
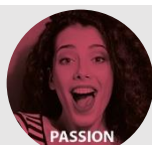
Provide a high-quality housing management service for customer ensuring key performance objectives are achieved, assisting all customers to maximise financial income and a gain comprehensive knowledge and understanding of welfare benefits to be able to move-on independently.

Subject to Enhanced Disclosure & Barring (DBS) Check incl Children Barred List

RESPONSIBILITIES

- Process applications in accordance with policy and procedure and develop links with the referral agencies in order to ensure suitable referrals are made.
- Lead on the allocations process, collating application and referral information to ensure that the team have full information available to them to assist the decision-making process.
- Monitor and enforce the terms of the Licence Agreement, House Rules and residents' personal development plan in accordance with policy and procedures and to provide support on housing and welfare matters to applicants and residents.
- Responsible for the sign-up process and creating and ending licences and monitoring using the housing management system.
- Monitor income and liaise with residents, Housing Benefit and the Benefits Agency to maximise income and take appropriate action in accordance with arrears policy and procedures. Keep up to date on current knowledge on welfare reform and any significant updates & amendments to policies affecting these.
- Develop and maintain links with housing providers to secure suitable move on accommodation for residents' ready to leave the service. Priority will be made for young people moving to Your Housing Group properties.
- Respond to and take appropriate action to tenancy management issues to ensure speed of resolution in accordance with policy and procedure.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Assist with group work, and development activities, to ensure that residents develop life and social skills, facilitating their transition to independent living. To encourage resident participation and involvement.
 - Liaise with Property Services and Housekeeping to ensure high standards of building maintenance exist within the scheme and ensuring properties are ready for re-let therefore minimising voids.
- Responsible for data collection for both the group, commissioners, and the local Housing Benefit office.
- This includes quarterly completion of work books and ensuring all Core forms / allocations and terminations data is submitted.
 - Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- | | |
|--|--|
| ✓ Ability to identify and deal with safeguarding issues | ✓ Recording update logs and Risk management systems, e.g. Datix. |
| ✓ Demonstrable empathy towards young people | ✓ Ability to work unsupervised and use own initiative |
| ✓ Good Attention to detail and ability to work accurately with figures | ✓ Good communication & interpersonal skills with the ability to relate to a wide range of people |

ESSENTIAL REQUIREMENTS

- | | |
|-------------------------------|--|
| ✓ Knowledge of welfare reform | ✓ GCSE Maths and English (or equivalent) |
|-------------------------------|--|

BENEFICIAL TO THE ROLE

- | | |
|--|---|
| ✓ Knowledge of housing management | ✓ Knowledge of working with young people and safeguarding in relation to young people |
| ✓ Knowledge of the Localism Act | ✓ Knowledge of local housing options |
| ✓ Knowledge of void standards and property maintenance | ✓ Knowledge of managing a rent account |
| ✓ Experience using Orchard Housing management system | ✓ Experience of budget management |
| ✓ Experience of fundraising projects | ✓ Experience of the welfare benefits system |