Housing and Support Assistant

Job Description

Responsible to: Housing and Support Manager *OR Housing and Support Coordinator (service dependant)*

Responsible for: No direct reports

Hours of Work: 30 hours on a shift rota including weekends

Work Location: YMCA HAYES, although may be required to work at any YMCA location

Job Purpose

- Assisting the Housing and Support team to deliver high-quality housing and support to our residents – this role will quite often be the first point of contact for our residents and visitors – responding to a range of queries, providing information and holistic advice.
- The post holder will deliver a consistent high-quality customer service, providing an excellent service experience for everyone they come into contact with – especially our residents and their support network
- This critical role is incredibly varied. Amongst the usual reception type duties such as providing a telephone switchboard service for the site, sorting post, logging repairs and processing payments, this role also plays a key part in keeping the building safe.
- The job holder will be a designated first aider as well as fire marshal and responsible for evacuating the building during emergencies.
- They will also be carrying out regular patrols, including Wellbeing and Facilities checks of key areas throughout their shift.
- Depending on the site the job holder may also be welcoming new residents, deal with complaints and reports of anti-social behaviour or just provide a listening ear to residents, and members of the public, reporting concerns or issues as appropriate.

Organisation Context

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

- We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
- We support children, young people, and families to be safe, healthy, connected, and confident.
- We bring people together by encouraging them to be healthy, physically, and mentally.

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

- We help nurture an environment where people of all faiths and none can understand and express the love of God.
- We empower our residents, staff and users by providing them with excellent service and welcoming properties where they can thrive.
- We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.
- The vision of YMCA St Paul's group is to empower young people by providing the resources and support so they can thrive. We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work, and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and can be their authentic selves.

Duties and Responsibilities

1. General Duties (all sites)

- Welcome people arriving at the housing support service, providing information on support available and pass enquiries on to other staff as appropriate
- Ensure only those with authority gain access to the building by monitoring the entry to and exit from the building and ensuring contractors and visitors are signed in/out
- Operate all the relevant IT systems being used (including but not limited to: Pyramid, Inform, parking control systems, etc).
- Operate the telephone switchboard for the site – if relevant
- Receive, sort, and distribute post and other deliveries
- Follow cashing up procedure throughout the shift and do cashing up prior to shift ending
- Liaise with bodies such as police and other emergency services on arrival at the centre as necessary
- Responsible for logging of issuing and return of keys
- Work with cross-departmental staff to provide a smooth-running housing and support service
- Manage the car park as per local arrangements
- Ensure that all information displayed in reception areas is up to date, appropriate, well stocked, and well presented (including posters and promotional leaflets).

Housing Management and Support Assistance

- Assist with the intake of residents, and when requested – ensure that paperwork and ensuring that the licence agreement and all relevant policies

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

and procedures are signed fully and clearly explained – providing these to a Housing and Support Officer or Coordinator for approval
- Carry out the administrative tasks required when new residents arrive and vacate the service (including allocation and collection of room keys).
- Provide information on rent, and process rental payments
- Assist the Housing and Support team to maximise housing occupancy and minimising voids when requested, including supporting the completion of void inspections, and coordinating void repairs
- Record any maintenance issues as they are being reported
- Ensure that Health and Safety standards are maintained
- Report all infringements relating to Health and Safety or Fire Regulations immediately or as soon as it is practicable
- Be an appointed Fire Marshal and manage any emergency evacuations of the building and call for assistance from the emergency services where needed.
- Where in place, monitor CCTV cameras throughout the shift – reporting issues or concerns to a Housing and Support Officer or Coordinator, as necessary – or address directly if appropriate
- Accurately record all incidents witnessed and/ or responded to during the shift and prepare reports as required
- Hold a current first aid qualification and act as appointed person whilst on shift
- Accurately record all accidents and ensure that first aid is administered if required
- Signpost residents to relevant members of staff as needed
- Work with the residents to keep the premises safe and anti-social behaviour is kept to a minimum
- Respond appropriately to incidents of anti-social behaviour, applying current policies, procedures, and legislation as requested by a Housing and Support Officer, Coordinator or Manager

Support

- Contribute to the provision of a Psychologically Informed Environment (PIE) that provides high quality accommodation and housing support which respects individuals' lifestyle, experience and culture and is responsive to individuals' needs.
- Be aware of resident's Outcome Stars assessments and their person-centred actions
- Carry out Facilities Checks and Wellbeing Checks as required in accordance with policy and procedures
- Ensure work is delivered collaboratively with all other departments – in particular – the Property and Facilities team, and other community operations teams (Health and Wellbeing, and Children, Youth and Families)
- Ensure that Safeguarding procedures are followed, taking action to report concerns proactively in accordance with our Safeguarding Policy and Procedures
- Assist with the promotion of the Progression team to ensure residents maximise their engagement with Education, Training, Employment and Volunteering (ETEV) and Engagement and Empowerment activities

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

General – All Staff

- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate meetings as and when required
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- To be aware of and comply with safe working practices as laid down under the Health and Safety at Work Act and to attend training as required.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake any other duties as requested by line manager.
- Ensure that Digitally and Financially Inclusive approaches are taken with the provision of housing management and support

Scope and Limits of Authority

This role has no delegated authority.

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

Housing and Support Assistant

Person Specification/Key Competences

KNOWLEDGE	
Essential	**Desirable**
Good working knowledge of equality and diversity	Housing Diploma or Qualification
EXPERIENCE	
Essential	**Desirable**
Experience in a customer facing environment that requires problem solving and positive approach	Face to face work with people who need support e.g. supported housing, advice, housing or social work
Facilitating the health and safety in a work or voluntary capacity	
APTITUDES AND SKILLS	
Essential	**Desirable**
Excellent communication and interpersonal skills	
Ability to advocate, negotiate and mediate on behalf of clients	
Ability to confront difficult situations and reconcile different viewpoints	
Ability to develop support strategies and projects to benefit clients	
Good organisational skills combined with good IT skills	
PERSONAL	
Ability to work both as a member of a team and on own initiative	A full UK driving licence
An understanding and sympathy with the YMCA vision and mission	
A commitment to providing young people with high quality support	
Able to work a shift pattern including evenings and weekends	

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

Housing and Support Assistant

Terms and Conditions of Employment

Salary
£22851.45

Hours of Work
As on page 1

Annual Leave
Commencing at 25 days per annum plus public holidays (for five day per week workers; otherwise pro-rata).

Conditions of Appointment
Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

Probation Period
Six months.

Continuity of Service
For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period
One week during the probation period and then a minimum of one calendar month.

Pension
Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits
Free use of the health and fitness facilities; a staff discount in restaurants.

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.