**GRACE EYRE HOUSING**

**JOB DESCRIPTION**

**POST: HOUSING WORKER**

**ACCOUNTABLE TO: BOARD OF TRUSTEES / HOUSING MANAGER**

**REPORTING TO: HOUSING OFFICER**

**JOB SUMMARY** To provide an efficient, responsive and sensitive housing support plus service to Grace Eyre Housing’s current and future tenants with learning disabilities and/or mental health needs.

**MAIN DUTIES AND RESPONSIBILITIES**

1. To ensure the housing support plus service is person centred and that individual tenant’s needs and wishes are paramount in service delivery.
2. To help to promote and market empty homes, manage the waiting list, interview applicants and issue tenancy offers in liaison with the Housing Officers.
3. To provide contact, support, advice and guidance to tenants within the framework set by Grace Eyre Housing including preparation of tenancy agreements, handbooks and information packs for new tenants in liaison with the Housing Officer.
4. To provide appropriate selection of tenants, collection of rents, managing of voids and rent arrears, recovery of properties, anti-social behaviour and community development. To facilitate welfare benefit advice to tenants in liaison with the Housing Officers.
5. To liaise with the Estates Coordinator to provide maintenance and improvement plans for properties, to work with contractors to implement any plans and to monitor the works under the guidance of the Estates Coordinator.
6. Day to day management, repairs, maintenance and upkeep of properties.
7. Ensure that appropriate risk assessments are in place and communicated to tenants when any maintenance work is undertaken, to ensure a safe living environment for tenants at all times.
8. To carry out a full range of administrative tasks including rent records, tenancy and property databases, maintenance records and individual tenant records. Ensure these are in line with the property company’s policies and procedures on Data Protection and Record Keeping.
9. To ensure satisfactory resolution of complaints.
10. Work together with departments within Grace Eyre Foundation and build relationships with external services.
11. Produce letters and reports in a clear and concise manner which is accessible to colleagues and tenants alike.
12. To participate in relevant meetings and to take on specific responsibilities in conjunction with the Housing Team.
13. To support the Housing Manager in Tenant Involvement procedures and plans, preparing quarterly Housing Management Plus reports and Key Performance Indicators (KPI’s) and preparing data for Committee Meetings.
14. To ensure that the service works within the highest quality standards that is appropriate to supported housing plus and to challenge and report any instances that could be construed as abusive or poor practice. To ensure the health & safety of him/her and others affected by his/her work.
15. To receive regular formal supervision, participate in team meetings and undertake training as required.
16. To work flexible hours, including weekends where necessary and be responsive to the needs of the service as a whole.

This job description outlines the main duties and responsibilities of the post holder. The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.

**TERMS & CONDITIONS**

**SALARY: £20,104 FTE**

**HOURS: 37.5**

**ANNUAL LEAVE: 24 days**