



OASIS COMMUNITY HOUSING HOPE. NOT HOMELESSNESS.

JOB DESCRIPTION

Housing Management Worker

- Responsible to:** Housing Management Project Team Leader
- Location:** London Borough of Southwark.
- Salary:** Salary Grade B: £21,499 per annum plus London Weighting of £4000 per annum, giving a total of **£25,499 per annum.**
- The band goes up to £23,100 per annum plus London Weighting of £4000, however, this is dependent on annual performance reviews
- Hours:** 37 hours per week, Monday to Friday, 9am to 5pm with some flexibility to meet the requirements of the post
- Benefits:** Oasis Community Housing operates a contributory group personal pension plan and, if eligible, you will be automatically enrolled into the Oasis Trust pension scheme. Currently all staff in our pension scheme are required to contribute a minimum of 2%. The employer contribution is currently set at 7%.
- Oasis Community Housing life assurance policy, is open to all staff who earn in excess of £6000 per annum.
- 25 days holiday per year, plus statutory holidays, increasing to 30 days per annum after 2 completed years' service

Job Purpose:

To support the delivery of property based Crisis, Empower and Home projects through the provision of housing management functions into the existing and growing organisational property portfolio. Working with colleagues in the Housing Management Team, to ensure health and safety obligations are met, the properties are suitably decorated and furnished, repairs and maintenance is scheduled, rents and service charges are collected, and voids are filled in accordance with the organisational policies and procedures.

The existing property portfolio consists of 82 properties; owned, leased by, and used as a result of Management Agreements, by Crisis Services, Home, Empower, and let on the open market. Properties have a variety of purposes, and residents:

- Basis Beds - Provides a same day access Housing First style project for those with multiple and complex needs, into properties dispersed throughout Gateshead, Sunderland and South Tyneside.
- Supported housing – Safe accommodation with holistic support is provided in HMO's (Houses in Multiple Occupancy) which have 24/7 on-site staff support, plus non-staffed smaller dispersed houses - residents are predominantly young women/young people

experiencing homelessness or leaving the care system and young mums and their babies/toddlers (often subject to child protection).

- Empower Beds – Property houses families escaping domestic abuse.
- Residents who have accessed properties that were let on the open market, as part of our SLA (Social Lettings Agency), which is in the process of being subsumed into the organisation. Residents of this type will reduce as properties are used for more missional purposes.
- Basis@ Centres – providing support to those experiencing homelessness via drop-in's based in Gateshead and Sunderland.

Besides residents who accessed the property via the open market, all other residents / property users are in receipt of support from other Oasis Community Housing colleagues.

Organisation Context:

Oasis Community Housing is a Christian homelessness charity based in Gateshead. Working across North East England and South London, our ambitious new strategy aims to widen our reach and amplify our impact for men, women and vulnerable families facing homelessness.

We help more than 1,000 people every year by providing housing, specialised support and, more fundamentally, a place where they feel they can belong.

Oasis Community Housing is part of the Oasis Charitable Trust group of charities, which has education and community development projects (UK and overseas) working to a common vision of creating communities in which everyone can thrive and reach their God-given potential.

We welcome applicants from all faiths or none however, we ask all that all employees understand and sympathise with the charity's Christian vision, ethos and culture. For some specified roles, it will be an occupational requirement that a practising Christian is needed and this will be clearly stated in the Job advert and in the Job description's qualifications section. This post does not carry an occupational requirement.

This post is based within our Southwark Services.

Duties & Responsibilities:

- Under guidance of Housing Management Team Leader, and with counterparts, to hold responsibility for the operational delivery of the housing management function across the organisation's property portfolio, and particularly across a caseload of properties
- To undertake regular property inspections, in line with organisational policies and procedures, and project type/need
- To arrange void turnarounds; arranging repairs, purchasing furniture and ensuring properties are up to standard before move in occurs
- In liaison with the Finance Team, Support Teams, and Housing Benefit Departments, to ensure organisational income is maximised, and residents rent accounts are maintained; aiding collection of rent and service charges, and issuing sanctions for non-payment as appropriate
- To arrange responsive repairs and maintenance to keep properties maintained to a high standard, and compliant with relevant legislation and regulations, including but not limited to arranging regular pest control, bulky waste, servicing of equipment
- Making arrangements with external contractors, liaising with residents and support teams to provide access to properties as needed

- In line with organisational policies and procedures, under guidance of HM Team Leader and in conjunction with colleagues in support teams, to address breaches of tenure, issuing sanctions and warnings to residents as needed, especially where these relate to rent arrears, anti-social behaviour, health and safety
- Providing support in the process surrounding the refusal of applicants, and eviction decisions, where relevant, based on the needs of specific projects
- To work in close partnership with Housing Management colleagues and Support Workers; working flexibly to meet the needs of the organisation
- Liaison with landlords as needed, in line with leases / Management Agreements and as guided by HM Team Leader
- To maintain Housing Management records, systems, and compliance documentation
- To ensure safeguarding policies and procedures are adhered to in your practices, and that concerns are reported appropriately and expediently
- To ensure all working practice and interactions are in line with organisational ethos and values
- To attend regular supervision sessions with your line manager
- To attend relevant training sessions as required by the role / your line manager
- Any other reasonable duties as required by the Project Team Leader and Head of Housing Management

Personal Specification/Key Competencies:

Qualifications:

- Relevant qualification to NVQ Level 2 (Essential)
- Professional qualification in a related field (housing management etc.) (Desirable)

Work Experience:

- Experience as a Housing Management Worker including experience of health and safety, finances, needs and risk assessment, safeguarding (Essential)
- Oversight of a portfolio of properties and housing management responsibilities (Essential)

Skills, Knowledge & Aptitude:

- Flexible and adaptable, able to respond to ongoing change and lead others through change (Essential)
- Ability to manage a heavy and varied workload (Essential)
- A mature and flexible approach; excellent personal emotional intelligence and self-awareness, with an ability to work calmly under pressure (Essential)
- Excellent financial and basic budget management skills (Essential)
- Excellent interpersonal and communication skills, including the ability to build effective working relationships with other organisations and work collaboratively with colleagues (Essential)
- To build supportive relationships with individuals, which provide a strong base for challenging behaviour; ability to maintain professional boundaries with Service Users (Essential)
- Excellent organisational, time and resource management skills (Essential)
- Excellent IT skills and ability to effectively use computer software packages i.e. Microsoft Office (Essential)
- Up to date working knowledge of the welfare benefits system, especially Housing Benefit (Essential)

Motivation:

- Be passionate about ensuring excellent standards for the benefit of Service Users (Essential)
- Be in sympathy with the Christian ethos and values of the Organisation (Essential)

Other:

- Ability to interact with people from a wide range of backgrounds (Essential)
- The post holder will be subject to an enhanced DBS check