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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE****:** YorHome Development Worker | **POST NUMBER:** 1091TSF |
| **REPORTS TO (Job Title):**  | Temporary Accommodation Manager |
| **DEPARTMENT:** Housing | **GRADE:** 7 |
| **JE REF:** | 2019A03519 | **PANEL DATE:** | 09/01/2018 |
| **1** | **MAIN PURPOSE OF JOB** To manage YorHome – a socially responsible lettings agency.Liaise with current contractors and set up new contractors on computer systems and finance where appropriate  |
| **2** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | To manage a socially responsible agency to let private sector property for people that are homeless or at risk of homelessness or at risk of homelessness who have approached the authority for housing. To manage a socially responsible agency to let private sector property for refugees accommodated through pre planned Vulnerable Persons Resettlement programme via the Home Office and Migration Yorkshire To continually develop the agency and portfolio through working with landlords to increase our portfolio.To work with Housing Associations to manage properties identified by those who wish to use YorHome as their letting agent, Currently this applies to Thirteen Group for Swan Court York, and properties at Easingwold and Stillington. |
|  |  | Approach lettings agency within the City to identify those who have landlords wiling to work with CYC  |
|  |  | To identify hard to let properties to bring them back into use |
|  |  | To continually update and develop an appropriate ‘Managed Service Agreement’ between YorHome and the Landlord and to continually update the service agreement in line with any changes in legislation and good practice. To continually update tenancy agreements in line with any changes in legislation and good practice  |
|  |  | To market the services of YorHome to potential landlords, agencies and potential tenants. |
|  |  | Advise the LL on the agents terms and conditions of businessAgree and advise on the terms and conditions of tenancy adding any extra clauses that may be applicable to the property or add addendums if applicable after the tenancy has commenced.  |
|  |  | View properties with LL’s and offer appraisals (rental valuations) |
|  |  | Photograph and market the property.Conduct viewings ensuring health and safety issues are addressedCollate the followingProperty information questionnaire Property manual (all electrical instructions relating to property and its workings)Gas CertElectric Cert Inc part pEPCKeys (3 sets)Tenancy agreementLL’s signed terms and condition of businessInventory Obtain and supply LL with suggested tenants and their references.Employment/Past LL’s/Bank (Credit check)Even without agreed terms the agent has an implied duty to check that the tenant is financially soundSign tenants up against inventoryObtain Bond + first month’s rental, Set up Direct Debit/Standing order where appropriate. Supply tenants with all necessary documentsEnsure cash bonds are protected in line withcurrent legislation  |
|  |  | Manage and organise repairs, raising variations when authorised limit is over agreed amount, checking Invoices/work and authorising payment |
|  |  | Contact utilities advising on incoming and out going tenants and meter readings |
|  |  | To ensure that the properties are added to the CYC portfolio on relevant IT systmes to enable the reporting of repairs and recharges and the collection of rent. |
|  |  | To obtain properties specifically for the Vulnerable Persons Resettlement Programme (currently Syrians only but may expand)  |
|  |  | To set up appropriate mechanisms to ensure that the payment to landlords of their rental monies minus the management fee runs smoothly.To ensure that housing benefit or Universal Credit is paid by the appropriate agency for the rental income for the Syrian households ensuring that the rental income is paid over to the landlords as per the arrangements within the guidelines from Migration Yorkshire.  |
|  |  | To manage the rental income including monitoring the customers rent accounts for arrears and taking appropriate legal action where necessary. |
|  |  | Visit property 1 month after sign up to ensure compliance with tenancy agreement to ensure that the tenant is treating the property in a tenant like manner.Regular property inspections throughout the tenancy usually once per 6 months but where necessary may be more often |
|  |  | Monitoring: Monitoring of the rent accounts  |
|  |  | Multi-agency working: Improve and maintain effective working relationships with Housing and Adult Social Services, Neighbourhood Services, CAB, Housing Standards and Adaptations, Lettings Agencies and Landlords. Refugee council, Migration Yorkshire |
|  |  | Communication: Communicate appropriate information to customers and landlords. Attendance and contribution to Homeless Services meetings.  |
|  |  | Procedural : To assist in writing the procedures used by this post and to ensure that these are amended as required in line with legislative requirements and Council policies |
| **3** | **SUPERVISION / MANAGEMENT OF PEOPLE****No**: not responsible for direct line management of other staff. **Reporting** : Direct to Temporary Accommodation Manager. **Indirect:** assist with on the job training, support of new recruits, students, volunteers, colleagues and other professionals. |
| **4** | **CREATIVITY & INNOVATION**Continuing development of the Social Lettings Agency, YorHome.Adapt the SLA to meet the changing needs of customers, To ensure that Local Area Agreement and the targets of the current Homeless Strategy are met.To develop services to contribute to reducing homelessness and rough sleepingTo assist in developing and managing a PRS Housing First modelTo assist the Housing Options Team and develop services to meet the requirements of accommodation under the Homeless Reduction Act to be introduced in April 2018To assist in the Vulnerable Persons Resettlement scheme by working closely with Migration Yorkshire, Refugee Council and Landlords Flexible working style to meet different requirements of staff and service |
| **5.** | **CONTACTS & RELATIONSHIPS*** **Internal** –All Housing Services, other teams within Housing and Adult Social Care, Housing Standards and Adaptations, complaints, Finance, Revenue, Management Information, Neighbourhood Services, Legal Services,
* **External -** Wide variety of contacts including Courts and solicitors, other LA’s, DWP, Solicitors, Advice agencies, external contractors, members of public, local businesses and CAY.
* **Customer –** regular contact with customers, landlords and agencies
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|  **6.** | **DECISIONS – discretion & consequences**All decisions around the maintenance of the property such as gas certificates, electrical testing, energy efficiency tests and void maintenance including repairs and cleaning.Tenancy management including pre tenancy checks, signing up the tenancy and any legal enforcement following breaches of tenancy agreements. |
| **7.** | **RESOURCES – financial & equipment***(Not budget and not including desktop equipment.)* Description Value Laptop and mobile phone £1000 Advertising and printing £2750Training £750Financial guarantees for Landlords £20,000and incentives Income from letting fees £9,400 |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context**Work demands: Lone Working (using lone working policy and the skyguard facility) but also working within the Housing Options and Support Team in an office situation. Physical demands: Ability to work under pressure and meet targets and deadlines.Must be mobile and flexible in order to meet demands of the post.Working conditions: Off site visits to properties, office environment at West Offices, attending external meetings and occasional visit to other agencies / accommodation providers. Regularly working in void properties and customers homes. Some home working possible. Will be required to work at weekends attending viewings and inspecting empty homes when required.Work context: Some customers present with high risk factors – history of offending, violence and aggression, mental health problems, drug and alcohol issues, sex offenders, but risk to post holder being subject to abuse (physical and verbal) is minimised due to risk procedures for CYC employees being in place.  |
| **9.** | **KNOWLEDGE & SKILLS**1. Detailed knowledge of relevant legislation relating to private sector tenancies, including Right to rent
2. Detailed knowledge of property standards including Housing Health and Safety Rating System (HHSRS), EPC, safety requirements
3. Detailed knowledge of residential letting agents Code of Practice
4. Skills in office based use of IT and portable IT systems
5. Maintaining accurate records and administration systems
6. High standards of oral and written communication
7. Knowledge of Welfare and Housing Benefits, Debt management, void management, stock condition and maintenance of properties.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
|  | **Position of Job in Organisation Structure**Job reports to Temporary Accommodation Manager Other jobs at this level; Housing Options Team, THIS JOBJobs reporting up to this one: NoneIndirect line management: Work alongside Housing Options Assistants, Support Worker – Vulnerable Persons Resettlement worker,  |