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|  | JOB DESCRIPTION | FormJD1 |
| **JOB TITLE****:** Private Rented Sector Worker | **POST NUMBER:** 1100ESS |
| **REPORTS TO (Job Title):**  | Resettlement Services Manager |
| **DEPARTMENT:** Housing | **GRADE: 7** |
| **JE REF:** | 3943B01212 | **PANEL DATE:** | 20/02/2018 |
| **1** | **MAIN PURPOSE OF JOB**  |
|  |  | To liaise with private landlords to improve access to private rented sector for people that are homeless (primarily single homeless / rough sleepers) many of whom have complex needsTo act as a contact point for landlords to ensure tenancies are managed and maintained effectivelyTo work alongside support agencies to ensure intensive support is available for tenantsTo assist in the prevention of homelessness by providing relevant accommodation and preparing people for independent livingThe be part of a multi-agency team to ensure intensive support is available for tenants |
| **2** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  |  | To liaise with landlords to access private rented tenancies. This will involved direct contact, landlord forums and other groups and will involve advising about legislation in particular Homeless Reduction Act 2017 |
|  |  | To work with landlords to agree appropriate incentives and financial support as necessary from CYY to enable a customer to access accommodation |
|  |  | View properties with Landlords and ensure that the property is suitable, ensuring health and safety issues are addressed taking account of * Property manual (all electrical instructions relating to property and its workings)
* Gas Cert
* Electric Cert Inc part p
* EPC
* Keys and key security
* Tenancy agreement
* Service Level Agreement with landlord Inventory
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|  |  | To match tenants to landlords / properties and to attend sign tenants up, confirming inventory,  |
|  |  | To support tenants into properties and assisting them to * View properties
* sign tenancy agreement and complete inventory
* obtain Bond + first month’s rental,
* Ensure cash bonds are protected in line with current legislation
* Set up Direct Debit/Standing order where appropriate
* Changing address / benefit claims
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|  |  | To provide ongoing contact with landlord and help resolve any identified tenancy related issues |
|  |  | To provide ongoing contact to tenants and to ensure intensive / appropriate support is in place via multi-agency approach |
|  |  | Report any repairs on behalf of tenant if required |
|  |  | Assist tenant to contact utilities advising on incoming and out going tenants and meter readings |
|  |  | To liaise with landlord to ensure rental monies are received and where problems work with tenant / landlord / DWP/ Housing Benefit to resolve this and to prevent planned or illegal evictions |
|  |  | 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 deposits, bonds, rent in advance and Homeless Fund in relation to payments to tenantRecording number of PRS properties accessed and 6/12 outcome |
|  |  | Multi-agency working: Improve and maintain effective working relationships with Housing and Adult Social Services, Citizens Advice York (CAY), Housing Standards and Adaptations, Making Every Adult Matter (MEAM) Single Access Point ( SAP), DWP, Housing Benefit, Tees Esk Wear Valley NHS Trust, York District Hospital, Early Intervention and Prevention Team, Changing Lives (MEAM, Blossom Street drug service, Oak Trees alcohol recovery service, accommodation and support services) Lettings Agencies and Landlords.  |
|  |  | Communication: Communicate appropriate information to customers, colleagues, partner agencies and landlords. Attendance and contribution to Homeless Services meetings, landlord forums.  |
|  |  | 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 Resettlement Services Manager. **Indirect:** Assist with on the job training, support of new recruits, students, volunteers, colleagues and other professionals. |
| **4** | **CREATIVITY & INNOVATION**Development of a PRS service which will ensure that people that are homeless with complex needs can access the private sector housing market. This will require innovation, persuasion and commitmentDevelop / expand Housing First model in York working closely with health, social care and voluntary sector to ensure customer receives appropriate care / support package and is able to maintain their tenancyTo work closely with landlords to encourage them / facilitate them to provide accommodation for this group.To develop services to contribute to reducing homelessness and rough sleepingTo assist the Housing Options Team and develop services to meet the requirements of accommodation under the Homeless Reduction Act to be introduced in April 2018Flexible working style and models to meet different requirements of customers, 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,
* **External -** Wide variety of contacts including landlords, other LA’s, DWP, Advice agencies, support and accommodation providers members of public, local businesses and CAY.
* **Customer –** regular contact with customers, landlords and agencies
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|  **6.** | **DECISIONS – discretion & consequences**Advice and information provided to landlord to encourage them to provide accommodation for this customer group. A clear explanation of the project, legal responsibilities and financial arrangements. All decisions around the suitability of the property taking account of maintenance of the property, gas certificates, electrical testing, energy efficiency tests and void maintenance including repairs and cleaning.All decisions about incentives for landlordsAll decisions about matching tenants and properties.All decisions around suitability and viability of tenancies. |
| **7.** | **RESOURCES – financial & equipment***(Not budget and not including desktop equipment.)* Description Value Laptop and mobile phone £1000 Financial guarantees for Landlords and incentives £20,000 |
| **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.Requirement to work as a multi-agency approachWork 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 managed due to risk procedures for CYC employees being in place.  |
| **9.** | **KNOWLEDGE & SKILLS*** Detailed knowledge of relevant legislation relating to homelessness (Homeless Reduction Act 2017), private sector tenancies, including Right to Rent
* Knowledge of property standards including Housing Health and Safety Rating System (HHSRS), EPC, safety requirements
* Knowledge of welfare benefits system
* Knowledge of external support agencies
* Understanding Housing First model
* Experience and working knowledge of the specific issues facing those that have complex needs and are homeless including working with people with severe mental health and substance misuse issues, that are hard to engage.
* Risk assessment awareness, prioritisation, life skills, ability to make decisions based on complex situations in a potentially volatile situation.
* Skills in office based use of IT and portable IT systems
* Maintaining accurate records and administration systems
* High standards of oral and written communication
* Work in a proactive manner, use own initiative and work as a team.

*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 C1 - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language.**This post requires the post holder to undertake a basic criminal record check via the Disclosure and Barring Service.* |
|  | **Position of Job in Organisation Structure**Job reports to Resettlement Services Manager Other jobs at this level; Housing Options Team, YorHome development workerTHIS JOBJobs reporting up to this one: NoneIndirect line management: Work alongside Housing Options Assistants, Housing Options Team, Housing Options Support Worker and external agencies,  |