



Housing Officer – Living Independently For Everyone (LIFE)

HOURS: 35 hours per week, Monday to Friday

SALARY: £27,588 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: North Yorkshire

Job Description

REPORTS TO:

As a Housing Officer in our LIFE scheme, you will be responsible for housing management across our accommodation. This includes health and safety, hazard reporting, rent queries, tenancy induction and the management of anti-social behaviour.

RESPONSIBILITIES

- Undertake regular property checks to ensure that properties are safe and within our health and safety regulations
- Observe and report necessary repairs and hazards
- Lead on health and safety checks, including fire alarm testing and legionella checks
- Complete welfare checks for our tenants
- Liaise with tenants and our Rents team to resolve rent queries and arrears
- Complete necessary reporting and data entry
- Assist with the management of referrals and assessments, including tenancy sign-ups
- Assist tenants on an ad-hoc basis in partnership with Support Workers, including anti-social behaviour and welfare applications
- Manage void properties including cleaning, furnishing and re-stocking to ensure voids are re-let as soon as reasonably possible

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.



Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding, and protecting the people that we support. Positions here at Horton require a fully completed application form with any gaps explored back to the age of 18, as well as a right to work check, two references and a DBS check to identify and reject applicants who are unsuitable to work with children or vulnerable adults.

Person Specification

- Be empathetic and caring, showing understanding and respect to people experiencing difficult circumstances
- Have excellent communication and listening skills, with the ability to recognise the people we support as experts in their own lives
- Be resilient and adaptable with the ability to work to deadlines and remain highly organised
- Be observant and proactive, with the ability to identify risk and follow policies
- Good ICT skills
- An understanding of social housing, including health and safety, rent and reporting
- Experience in a similar role is advantageous
- Valid driving licence and access to a vehicle that can be insured for business use

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

What matters most to the people accessing our services?

We spoke to a group of the people we support and asked them what they thought were the most important skills and qualities for a Horton colleague in a support setting. The group agreed that soft skills were often more important than direct experience. The people we support are looking for someone **professional** and **positive**, who is **respectful**, **non-judgmental** and **empathetic**. The group values staff that are both **good communicators** and **good listeners**, with the ability to **uplift** and **encourage** the people they support to meet their goals. With **patience** and **resilience**, our colleagues should **lead by example** and **‘walk the walk’**. With all the exciting activities we have in our services, **resourcefulness** and a **sense of humour** don’t hurt either!



About the department

Living Independently For Everyone (LIFE) is a new service based in Craven, Selby and Harrogate. The service provides accommodation and support for people over the age of 18. We work alongside people to help them achieve their housing, wellbeing, health and employment goals with tailored support.

