## Complex Needs Housing and Support Coordinator

**Responsible to:** Complex Needs Housing & Support Manager

**Responsible for**: A team which includes 2 x Complex Needs Housing and Support Officers, 2 x Housing & Move On Officers, 2 x Complex Needs Night Workers

**Hours of Work:** 35 hours on a shift rota including weekends and bank holidays

**Work Location:** YMCA Surbiton, Rough Sleeper Project, although may be required to work at any YMCA location

### Job Purpose

- To provide supervision to the Rough Sleeper teams based at YMCA Surbiton Rough Sleeper Project
- Support the Complex Needs Housing and Support Manager to deliver a whole-team approach to the provision of Progression opportunities in conjunction with the Progression Team Manager
- Have a small caseload of high-level risk or needs residents
- Work collaboratively with other departments – in particular, Facilities and Property Management and other community operations teams (Health and Wellbeing, and Children Youth and Families) to deliver the best service for our residents
- Support the Complex Needs Housing and Support Manager with the delivery of Housing and Support in your service, and in particular – that rent and service charge income is maximised
- To be responsible for the Safeguarding of residents at your service
- To be responsible for maximising housing occupancy and minimising voids, leading on all referrals and ensuring the full induction of new residents, acting as the link for partner agencies.
- Support the Complex Needs Housing and Support Manager with the compliance with Tenancy and License conditions, and deal with any antisocial behaviour, making appropriate decisions in line with the YMCA policies and procedures.

### Organisation Context

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
We support children, young people, and families to be safe, healthy, connected, and confident.

We bring people together by encouraging them to be healthy, physically, and mentally.

We help nurture an environment where people of all faiths and none can understand and express the love of God.

We empower our residents, staff, and users by providing them with excellent service and welcoming properties where they can thrive.

We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.

The vision of YMCA St Paul's group is to empower young people by providing the resources and support so they can thrive. We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work, and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and can be their authentic selves.

**Duties and Responsibilities**

**Supervision**

- Support the Complex Needs Housing and Support Manager to deliver the housing and support services effectively and efficiently at your site, which includes –
    - Recruitment and induction of the Housing and Support team members
    - Providing line management, motivational leadership, mentoring and coaching to staff members, ensuring clarity of direction, effective communication, and personal and professional development
    - Conduct regular supervision meetings and annual performance reviews to maximise staff performance; identify training needs where necessary
    - Holding regular team meetings to ensure good communication and best practice is disseminated, and encouraging a cohesive staff team who support one another's roles
- After agreeing with the Complex Needs Housing and Support Manager – take proactive performance management action where staff are not performing to expectations or requirements
- Support the Complex Needs Housing and Support Manager to produce rotas, ensuring sufficient staff cover, and monitor and report all absences for sickness and annual leave

- Support the completion and timely submission of all HR processes using our People XCD system
- Positively recognise and effectively utilise the skills which individuals bring to the staff team

**Housing Management**

- For your caseload of high risk or needs residents – ○ Be responsible for the intake of residents, undertaking all required paperwork and ensuring that the licence agreement and all relevant policies and procedures fully and clearly explained
    - To be responsible for the monitoring of all rent accounts ensuring that both personal and housing benefit elements are paid regularly – taking early intervention and prevention action to minimise rent arrears, only taking enforcement action when necessary
    - Maximise housing occupancy and minimising voids by taking proactive action, including void inspections, and facilitating referrals, interviews and assessments
    - Proactively investigate and address all cases of anti-social behaviour

- Ensure work is delivered collaboratively with all other departments, especially the Property and Places team, and other community operations teams (Health and Wellbeing, and Children, Youth and Families)

**Support**

- For your caseload of high risk or needs residents – ○ Carry out Home Stars assessments and collaboratively create personcentred actions – using a Psychologically Informed approach
    - Review and update assessments and actions as led by residents at appropriate intervals in accordance with policies and procedures
    - Be responsible for monitoring client's welfare, including physical and mental health, substance misuse and to intervene with appropriate strategies as needed
    - Liaise, advise, and advocate with the client to external agencies ○ Carry out Facilities Checks and Wellbeing Checks as required in accordance with policy and procedures
    - Ensure work is delivered collaboratively with all other departments the Property and Facilities team, and other community operations teams (Health and Wellbeing, and Children, Youth and Families)
    - Ensure that Safeguarding procedures are followed, taking action to report concerns proactively in accordance with our Safeguarding Policy and Procedures ○ Work in partnership with the Progression team to ensure residents maximise their engagement with Education, Training, Employment and Volunteering (ETEV) and Engagement and Empowerment activities
    - Support residents to establish a greater awareness of the community they live in and their ability to live independently

**Housing Management Coordination**

- Support the Complex Needs Housing and Support Manager to ensure the highest quality housing management is offered to all residents, which is delivered efficiently and effectively, as delegated, which includes – ○ Proactively investigate and address all cases of anti-social behaviour ○ Take the lead on ensuring that Facilities Checks and Wellbeing Checks as required in accordance with policy and procedures
    - Ensure the smooth running of all housing management including occupancy, licence compliance, voids management, rent collection and dealing with anti-social behaviour, and management of evictions ○ Oversee the process of taking referrals, interviewing applicants for housing, and induction of successful applicants, reviews, and ongoing support
    - Oversee the income of rents, service charge rents, support contract income and invoicing procedures, in conjunction with the Rent and Tenancy Administration Team ○ Ensure that risk management within the team is embedded and is of high quality, ensuring that risk reviews are undertaken when required ○ Support the Progression team to facilitate resident meetings and ensure actions are implemented and minutes distributed
    - Ensure reports and statistics are forwarded to the Complex Needs Housing and Support Manager or to other ○ Supply information and feedback to the Complex Needs Housing and Support manager to facilitate Bad Debt and Debt Recovery Agency reports for RTAT, including information on the reasons for the debts

**Support Coordination**

- Support the Complex Needs Housing and Support Manager to ensure the highest quality support is offered to all residents, which is delivered efficiently and effectively, as delegated, which includes –

    - Ensuring records of support hours are provided, and records of referrals and acceptances and refusals are kept and monitored
    - Monitor the quality and quantity of the Home Star assessments and action plans of your team members
    - Gather and provide regular feedback to the Complex Needs Housing and Support Manager received from residents relating to the standard of support provided and used to improve performance

- Support the facilitation of move on arrangements for all residents, including referrals and selection to the Association's move on properties
- Liaise with the Complex Needs Housing & support Manager to discuss referrals and issues relating to current supported residents – as required.
- Ensure Core returns information is completed within deadlines ○ Maximise opportunities with other housing providers (registered and private) to establish move on opportunities for our residents
- Maximise the uptake and engagement with the Progression opportunities afforded through the Progression Coach teams

- Take overall responsibility for the intake of residents, ensuring that the Housing Support team produce all required paperwork and ensure that the Licence or Tenancy agreements and all relevant policies and procedures fully and clearly explained

**Finance and Budgetary Management**

- Support the Complex needs Housing and Support Manager to produce information that enables management of the local budget and informs management accounting processes

**General**

- Ensure that Digitally and Financially Inclusive approaches are taken with the provision of housing management, support, and customer services
- Ensure all YMCA St Paul's Group policies and procedures are adhered to and reviewed as required, involving residents
- Ensure compliance with all relevant legislation including Safeguarding, Confidentiality, Data Protection and Health and Safety guidelines and policies
- Oversee all information provided to statutory agencies and the police
- Undertake all duties regarding the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association
- Respect the Christian ethos of the YMCA and uphold its values
- Undertake any other duties as requested by line manager

**Scope and Limits of Authority**

Working within Housing Benefit legislation, the provisions of the Supporting People contract, and locally agreed policies and procedures, the post holder is responsible for ensuring a comprehensive Housing Management and Support service.

The postholder is also responsible for the issue and recording of the Resident Discretionary fund.

**Housing and Support Manager**

Person Specification/Key Competences

| **KNOWLEDGE** | |
|---|---|
| **Essential** | **Desirable** |
| Understanding of the problems facing rough sleepers and the difficulties facing agencies trying to engage rough sleepers. | Have an understanding of the YMCA and it's services |
| Understanding of the multitude of different agencies that work with rough sleepers. | |
| Two years minimum previous line management experience | Knowledge of excellent customer care delivery, meeting standards outlined in contracts |
| Have a good working knowledge of the Homelessness legal framework. | |
| Have a good working knowledge of social housing and understanding of Supporting People | |
| Understanding of how to enact safeguarding procedures for vulnerable adults and children | |
| Have a working knowledge of the Welfare and Benefits system – including Universal Credits | |
| **EXPEREINCE** | |
| **APTITUDES AND SKILLS** | |
| To have a sound experience of dealing with Housing Benefit claims and other social security benefits | Experience of handling Housing Benefit and Universal Credit appeals |
| Experience of dealing with emergencies, challenging situations and people | |
| Experience of managing staff | |
| Experience of evaluating working tools and systems | |
| **APTITIDUES AND SKILLS** | |

| Essential | Desirable |
|---|---|
| Able to produce reports and present work analytically | |
| Able to develop and maintain positive working relationships with others | |
| Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries | |
| Good organisational skills, being able to work under pressure, to prioritize and meet deadlines | |
| Excellent communication and interpersonal skills | |
| Able to confront difficult situations and reconcile different viewpoints | |
| Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet | |
| Able to work occasional unsocial hours, including evenings, weekends, and public holidays | |
| Able to work effectively in an Equal Opportunities & Diversity environment | |
| Able to respect the Christian ethos of the YMCA and uphold its values | |

**Housing and Support Coordinator**

Terms and Conditions of Employment

**Salary**
£36,000

**Hours of Work**
35 hours on a shift rota including weekends and bank holidays

**Annual Leave**
Commencing at 25 days per annum plus public holidays (for five day per week workers; otherwise pro-rata).

**Conditions of Appointment**
Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

**Probation Period** Six months.

**Continuity of Service**
For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

**Notice Period**
One week during the probation period and then a minimum of one calendar month.

**Pension**
Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

**Other Benefits**
Free use of the health and fitness facilities; a staff discount in restaurants.