

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects or departments when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

Role Title: Housing Officer

Project: Housing and Support Services

Objective: Work within Housing and Support Services to empower people leaving homelessness (and/or who are at risk of homelessness) in securing and maintaining supported or independent housing. Source private rented and social housing suitable to the needs of the service user group, liaise with landlords and maintenance workers, under-take rent collection, health and safety checks, and all property management aspects of tenant / service user support.

Key Tasks:

Sourcing and Securing Properties:

- Use property websites and other relevant means of identifying available rental properties of the type and location that would be suitable to the needs of service users.
- Keep records on the numbers of available properties, acceptance of Rent Supplement, and average rental prices in Cork City and suburbs.
- Work with other members of the Housing Support Team to make contact with prospective private landlords and pursue leases (as agreed with Housing Manager and Head of Finance) for social rental model.
- Liaise with other agencies to support the housing needs of Cork Simon service users with tenancies in other AHBs (including Galtan).
- Provide a point of contact for private property owners engaging with the social rental model, and ensure that issues which threaten the tenant's housing, the security of the property or neighbours, or the reputation of Cork Simon, are dealt with swiftly, thoroughly, and with input by other Cork Simon staff members as appropriate.

Supporting Tenants in Moving from Homelessness to Housing:

- Work with colleagues to plan each tenant's transition into housing.
- Ensure that vacant properties are presentable, clean and that all furniture and appliances are present and in working order as swiftly as possible prior to a move taking place
- Carry out necessary duties to ready apartments for allocations, including cleaning, organising repairs and maintenance, removal and storage of previous tenants' belongings.
- Carry out meter readings and ensure the closing off of utility bills / accounts for former tenants; assist new tenants in setting up billing for utilities in their own names
- Assist new tenants in moving in to apartments and demonstrate as required any cleaning, maintenance or property management tasks that they may need to be aware of.
- Ensure that adequate and accessible information is provided to each tenant regarding emergency and maintenance contact numbers, operation of appliances, arrangements around post, household waste disposal, and any other essential information relating to the property.
- Ensure that tenants have the relevant keys for their housing and are confident in securing the property and aware of their responsibility in this regard toward other tenants in the same building.
- Provide details of the accommodation, rent payment arrangements, rules and regulations, licence/tenancy agreements.
- Advise of Fire & Health and Safety regulations etc.
- Liaise with key worker and other care and support staff to ensure that each tenant has made an application for any statutory housing support to which they are entitled (e.g. Rent Supplement, RAS or HAP)
- Attend/organise tenants/resident's meetings as appropriate and work to resolve any property management issues arising.
- Work with the Housing Support Team, the tenant, landlords and neighbours to address any antisocial behaviour or other issues which may threaten the tenancy or impact adversely on neighbours or others.

Familiarity with Care Plans and Goals of the Team:

- Attend regular meetings of the Housing First / Housing Support Teams and ensure familiarity with Housing First / Housing Led principles, priorities for the Housing Support Team and Cork Simon. This includes working to a system that prioritises allocations on the basis of greatest housing need, and requires working with people with complex support needs and challenging behaviours.
- In addressing property or rent payment issues with tenants, ensure communication with the key worker in order to devise the best possible approach to supporting the tenant to maintain the tenancy and/or resolving the issue at hand.
- Report back to the Team Leader, manager, or colleagues as appropriate regarding any issues that arise that may impact on the tenant's housing stability or other aspects of his/her care plan.

Relationship Building:

- Build relationships with residents/service users based on empowerment, respect and trust.
- Build relationships with private landlords and AHB landlords which are respectful of the tenant's right to confidentiality but which provide the landlord with the reassurance of support and problem-solving when issues arise.

Maintaining Quality of Accommodation:

- Perform regular property checks to ensure that common areas and exteriors of buildings are well maintained.
- Keep an inventory of all appliances etc., relating to Cork Simon properties, date of purchase and plan and record all renewals and replacements.
- Carry out cleaning of vacated apartments and arrange for servicing of appliances or other maintenance issues as needed.

- Ensure accommodation is of a very high standard and maintained as such
- Maintain Cork Simon owned units in good order by establishing a maintenance schedule and ensuring it is completed.
- Report defects and have them repaired quickly.
- Report any health and safety issues and have them dealt with as quickly as possible

Finance:

- Account for petty cash and record receipts for any money spent
- Collect and monitor payment of rent, shared bills, and arrears for Cork Simon accommodation.
- Encourage tenants/licence to use electronic payments for rents where possible e.g. Standing order and Direct Debits.
- Assist tenants in applying for Rent Supplement and any other housing-related entitlements.
- Maintain communication with tenants regarding rent payment and property maintenance issues, including issuing warnings where appropriate.
- Address rent arrears directly with tenants and put plans in place to recoup rent owed to Cork Simon or, if relevant, to another housing provider (e.g. Galtan).

Record Keeping:

- Maintain accurate and up to date rent records, duration of occupancy, voids, property availability records, health and safety records, and other records as required by supervisor.
- Maintain an up to date data base of contacts including landlords, housing associations, estate agents, essential maintenance etc.
- Rent books filled in appropriately and kept up to date
- Housing inventory for appliances etc. pertaining to all Cork Simon properties occupied by tenants/licencee
- Up-date aspect of the tenants housing handbook - as it relates to this role
- Generate required statistics.
- Monthly updates and Annual report January to December each year.

Team Work:

- Work as part of a team within Housing and Support Services while managing own role.
- Work closely with the Maintenance Team to ensure all properties are well maintained.
- Help to develop best practice and work within these guidelines.
- Work as part of a team with all other services and departments of Cork Simon.
- Delegate work tasks to Part Time Volunteers
- Support Placement Students, Full-Time & part-time volunteers.
- Carry out any other appropriate work as requested by the supervisor.
- Liase with Volunteer Co-ordinator on volunteers
- Provide cover in other projects as necessary

Health & Safety:

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork Simon Community.
- Comply with all health & safety standards and work with due regard their own safety and the safety of others.
- Comply with Lone Working Policy and maintain contact with colleagues throughout the working day.
- Carry out regular Health and Safety checks in all Cork Simon properties, ensure completion of relevant records and promptly address and/or communicate any hazards encountered during checks.

- Participate in courses pertaining to health & safety and manual handling.

Fire Safety:

- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.
- Be responsible to ensure that fire and safety equipment is in good working order and to make the Team Leader aware of any repairs and/or replacement needed for such equipment.
- Ensure that all tenants are aware of fire evacuation plans, presence of fire-fighting equipment in their flats and in common areas, and emergency numbers.
- Ensure that fire evacuation plans are posted in each tenant's flat and in common areas of Cork Simon properties
- Ensure that other housing offered for tenants by landlords are compliant with fire and safety standards before lease is agreed.

Personal Development:

Participate in the supervision process and implement the personal development plan as devised with the supervisor.

Key Performance Indicators:

Service user feedback

Landlord feedback

Expansion of Social Rentals initiative

Positive working relationships with Galtan and other AHBs

Positive working relationships with HST, Maintenance Team and other colleagues

Critical incidents and issues arising managed successfully in the context of housing led practice.

Maintaining high standards of health and safety

Accuracy & quality of records and statistics

Effective teamwork in team and community

Quality and standards of accommodation

Rent collection successfully managed

Early identification of issues and plan to address them

Health and Safety and Fire Safety maintained to the highest possible standard

Prompt turnover of vacant apartments for allocation

Data base of contacts

Skills needed for the role:

Excellent Interpersonal

Excellent Teamwork and Communication

Listening

Handling challenging behaviour in appropriate way

Developing rapport with residents

Developing rapport with landlords

Flexibility and initiative

Conflict Resolution and negotiation

Knowledge of Mental Health, Drugs and Alcohol issues and Housing Led / Harm Reduction responses

Knowledge of housing, housing market and related issues

Knowledge of housing associations (AHBs), estate agents and contacts.

Knowledge of housing entitlements, rent allowance etc., housing allocation system in city and county.

Knowledge of housing regulations and standards

See also Personal Specification.

Supervisor: Housing and Support Services Team Leader

PERSONAL SPECIFICATION
Housing Support Team – Housing Officer

Specification	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> <input type="checkbox"/> Domestic household management (budgeting, bill payment, cleaning, organising repairs) <input type="checkbox"/> Homelessness, its causes and impacts <input type="checkbox"/> Health & Safety 	<ul style="list-style-type: none"> <input type="checkbox"/> Local private housing market, social housing providers, local services. <input type="checkbox"/> Housing First principles
	<ul style="list-style-type: none"> <input type="checkbox"/> Good Care Practice including: <ul style="list-style-type: none"> - Non-Judgemental Approach - Confidentiality - Needs, client led - Communication with team - Good boundaries 	<ul style="list-style-type: none"> <input type="checkbox"/> First Aid <input type="checkbox"/> Drugs/Alcohol addiction <input type="checkbox"/> Harm Reduction approach <input type="checkbox"/> Mental Health issues
		<ul style="list-style-type: none"> <input type="checkbox"/> Social welfare system and Rent Supplement application process <input type="checkbox"/> Cork City Council housing application process
Skills	<ul style="list-style-type: none"> <input type="checkbox"/> High Level of Communication Skills 	<ul style="list-style-type: none"> <input type="checkbox"/> Basic home maintenance (for effective liaising with maintenance team)
	<ul style="list-style-type: none"> <input type="checkbox"/> Problem solving/decision making 	<ul style="list-style-type: none"> <input type="checkbox"/>
	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent Interpersonal Skills 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Listening Skills 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Excellent team work and communication 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Record keeping 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Numeric and report writing 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Advocacy / negotiation 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Risk assessment 	
	<ul style="list-style-type: none"> <input type="checkbox"/> First Aid 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Handling challenging behaviour in an appropriate way 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Relationship building / networking 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Motivation 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Handling challenging behaviour 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Conflict resolution/negotiation 	
	<ul style="list-style-type: none"> <input type="checkbox"/> IT skills 	
	<ul style="list-style-type: none"> <input type="checkbox"/> Motivate, facilitate and empower 	
Ability	<ul style="list-style-type: none"> <input type="checkbox"/> To work under pressure 	
	<ul style="list-style-type: none"> <input type="checkbox"/> To work as part of a team 	
	<ul style="list-style-type: none"> <input type="checkbox"/> To liaise effectively, confidently, and respectfully with property owners, social welfare employees, neighbours and tenants. 	

	<input type="checkbox"/> To work to Cork Simon Community's values	
	<input type="checkbox"/> To take direction	
	<input type="checkbox"/> To contribute meaningfully to team meetings and decision making	
	<input type="checkbox"/> To challenge colleagues appropriately and respectfully, when needed.	
Experience	<input type="checkbox"/> Minimum of one year working with people who have experienced homelessness, addiction, and / or mental health difficulties	<input type="checkbox"/> Experience of working with homeless people or in a housing context <input type="checkbox"/> Experience in sourcing and managing properties
Qualifications	<input type="checkbox"/> Leaving Certificate or equivalent	<input type="checkbox"/> Social care or housing management qualification
Personal Attributes	<input type="checkbox"/> Commitment to promoting housing as a right	
	<input type="checkbox"/> Assured Manner / Confidence	
	<input type="checkbox"/> Honesty	
	<input type="checkbox"/> Integrity	
	<input type="checkbox"/> Use own initiative	
	<input type="checkbox"/> Flexible to the working environment and the needs of the tenant group	
	<input type="checkbox"/> Maturity	
	<input type="checkbox"/> Knowledge and acceptance of own limits / willingness to seek advice and ask for help	
	<input type="checkbox"/> Supportive to colleagues	
	<input type="checkbox"/> Positive attitude toward tenants' potential for housing success and stability	
	<input type="checkbox"/> Patient	
	<input type="checkbox"/> High Tolerance Level	
	<input type="checkbox"/> Mature Approach	

ADDITIONAL INFORMATION

Cork Simon Community	
JOB TITLE	Housing Officer
VACANCIES	Permanent contract subject to 6-month probation period.
LOCATION	Housing and Support Services, Marina Commercial Park, Cork
NUMBER OF HOURS PER WEEK	35 hours
HOURS / DAYS PER WEEK	09.00 to 17.00 Monday to Friday Days/hours subject to change.
SALARY	Starting salary is assessed according to experience. Maximum salary starting point is Point 2. €24,811, €26,300, €27,194, €27,807, €28,477, €29,166, €29,587, €30,304, €31,040
PUBLIC HOLIDAY	Double time is paid for Public Holiday working
SATURDAY ALLOWANCE	A flat-rate allowance of €14.23 is paid for Saturday working
ANNUAL LEAVE	5 weeks annual leave pro rata
Occupational Pension Scheme (Defined Contribution Scheme)	Compulsory membership on completion of 6 month's service. Employer contribution 5%. Employee contribution is minimum 3% with option of Additional Voluntary Contribution.
Death in Service Benefit Group Scheme	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
Health Insurance Group Scheme	Optional Laya Healthcare membership. 10% group discount applies. No employer contribution.
CLOSING DATE FOR APPLICATIONS	12 noon, Thursday 30 May 2019
INTERVIEWS	Week commencing 3 June 2019