

## **Bradford Rape Crisis & Sexual Abuse Survivors Service**

### **JOB DESCRIPTION**

#### **Housing Officer (revised 07/07/21)**

Hours: Full time 35 hours per week  
Salary: £26,000  
Responsible to: Project Manager  
Base: Community and BRC&SASS offices in central Bradford.

#### **Overall purpose of the post:**

To provide high quality, proactive and confidential tenant focussed housing management services enabling vulnerable women escaping Domestic and Sexual Violence to successfully maintain a confidential tenancy and achieve independent living in dispersed units of accommodation located across the Bradford district.

#### **Specific Duties:**

##### **Client & Service Focussed**

1. Prepare, induct and welcome new tenants into their new home and complete the sign up process and issuing of a tenancy agreement.
2. Ensure tenants are familiar and able to comply with tenancy conditions and obligations.
3. Assist tenants apply for housing benefit and or personal benefits to maximise income accurately and promptly.
4. Liaise with the local Housing Benefit Office and tenants to maintain rental income, including managing arrears.
5. To minimise void rental loss, optimise rental income and ensure tenancy conditions are met.
6. Undertake property inspections on an agreed basis to investigate and resolve any breach of tenancy conditions.
7. Conduct visits with housing officers for tenant engagement visits and property inspections.
8. Arrange for necessary repairs and maintenance of properties and assess the urgency of the requests.
9. Undertake stock condition surveys, cyclical maintenance and programme of planned works prior to sign up and during tenancies to ensure standards are maintained. I would also add a bit more in terms of health and safety testing by approved providers prior to each re-let. I know you have a generic sentence on complying with health and safety but it's one of the biggest parts of the job role.
10. Liaise with external contractors to review and approve repairs, health and safety works, including scheduled and adhoc testing and submit authorised invoices for payment.
11. Attend relevant interagency meetings.

12. Ensure appropriate monitoring information is maintained and available.
13. Ensuring compliance with health and safety standards and in line with Supported Housing legislation, Registered Provider legislation and decent homes standards as appropriate.
14. Compliance with legislation and organisational procedures in relation to the termination of tenancies.
15. Meet with tenants and carry out exit reviews at the end of tenancies and ensure the property is returned in an appropriate condition.
16. Ensure appropriate monitoring information is maintained and available
17. Contribute to monthly progress reports to the Board.

### **Record Keeping and Monitoring**

Maintain up to date, accurate, legible and accessible records via the DPMS case management database of all work and contact with service users, allied agencies/professionals and others (eg carers/extended family) ensuring that they meet the requirements of data protection and confidentiality.

Ensure all client records, outcomes and monitoring data is accurately recorded using the DPMS case management database and any other record/monitoring systems, prepare additional information or reports to support clients or used for the monitoring and evaluation of services as required.

### **Personal Development and Team Work**

Actively participate in regular one-to-one supervision, reflective practice and annual appraisals.

Attend and make positive contributions to staff/team meetings and to participate in training and developments as required.

Provide support and guidance to co-workers, trainees, relief/agency workers and volunteers as required.

### **Expectations of a BRC&SASS employee**

BRC&SASS employees see the bigger picture. They have a broad knowledge and understanding of the wider political context in which they are working.

BRC&SASS employees prioritise the good of the organisation, of the Rape Crisis movement as a whole and of women and girls who have experienced sexual violence, actively promoting BRC&SASS values in all aspects of their work.

BRC&SASS employees are adaptable. They are responsive to the changing needs of the organisation.

BRC&SASS employees communicate openly and honestly. They are professional and approachable and make efforts to understand the viewpoints of others.

BRC&SASS employees take responsibility for their own work and share responsibility for the work of the organisation as a whole. They are self-motivated, can self-manage, and are enthusiastic about problem-solving and driving forward BRC&SASS's aims and objectives as an equal and valued member of a team.

BRC&SASS employees are solution-focussed and have a 'can do' attitude. They understand there will be tough times and problems. They don't seek to blame others but take responsibility for what they can do to be part of the solution.

This job description is not intended to give an exhaustive list of duties but is an indication of the post's broad areas of responsibilities.

The post holder must be female Section 39 and Schedule 9 of the Equalities Act 2010 applies.

We recognise and welcome our responsibility to remove barriers in our recruitment and selection process for Disabled applicants. If you identify any barriers in the Job Description, Employee Specification or recruitment process please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible.

We are legally required to check the successful applicant's legal right to work in the UK.

## Housing Officer Employee Specification

Attributes	Essential	How Identified:
Skills & Experience	<ul style="list-style-type: none"> <li>• Previous experience of working in a confidential tenancy and property management environment</li> <li>• Proven track record of supporting people affected by domestic and or sexual abuse &amp; violence</li> <li>• A proven track record of partnership working and demonstrating the skills and ability to build and maintain positive relationships with partners</li> <li>• Ability to deal with stressful situations and changing priorities and respond effectively and resolving issues promptly</li> <li>• Comprehensive understanding of Housing and welfare rights of people fleeing abuse particularly in relation to Housing Benefit for Intensive Housing Management Tenancies/Licences</li> <li>• Confidently liaise with external contractors to undertake tenancy repairs</li> <li>• Clear understanding of Health and Safety ideally in an accommodation-based service</li> </ul>	Application /Interview
Communication Skills	<ul style="list-style-type: none"> <li>• Evidence of the ability to communicate clearly and concisely both verbally and in writing (it would be desirable for candidates to be fluent in other languages to reflect the ethnic diversity of Bradford)</li> <li>• Active listening skills and ability to match communication to the needs of the recipient</li> <li>• Confident communicating with people who are in distress</li> <li>• Ability to articulate views and advocate in a persuasive way</li> <li>• To be confident at presenting information in a variety of situations, including court settings, in formal training and dealing with feedback and challenges</li> </ul>	
Organisational	<ul style="list-style-type: none"> <li>• To have a clear understanding of best practice in relation to providing support to service users going through the criminal justice and civil system</li> <li>• Ability to keep up to date with current thinking, developments and research and incorporate these into service provision.</li> <li>• Committed to ensuring the delivery of quality services taking specific account of the needs of clients</li> <li>• Finance &amp; Administration</li> <li>• IT skills, including use of Databases, Word, Outlook and Excel</li> </ul>	

	<ul style="list-style-type: none"><li>• Ability to operate within a quality assurance framework, ensuring objectives and targets are met on time.</li></ul>	
Qualifications	<ul style="list-style-type: none"><li>• Safelives accreditation or commitment to work towards achieving this</li></ul>	
Other	<ul style="list-style-type: none"><li>• Full Driving license</li><li>• Regular access to an insured (business purposes) vehicle</li></ul>	