

# RECRUITMENT INFORMATION PACK



## Housing Officer Harrogate

20 Hours per week

£12,948.57 per annum

**Best Supported  
Housing Landlord 2020  
UK Housing Awards**



### OUR VISION

A society where everyone has the best possible quality of life.

### OUR MISSION

To help people to live the best life they can through the provision of high quality housing, training, care and support.

### OUR VALUES

- H** Helping people
- O** Outstanding service
- R** Ready, willing and caring
- T** Training and developing
- O** Open to new ideas
- N** Never giving up

## Being part of an award winning organisation Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with young people, older people, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes including hostels, and supported housing in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people.

Horton Housing is committed to equality and diversity and providing services which are inclusive and accessible for everyone.

### Our people

We are committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make. We welcome applications from a wide range of candidates and are committed to ensuring that no job applicant or colleague receives less favourable treatment on any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered.



**INVESTORS IN PEOPLE™**  
We invest in people Standard



## Harrogate Stay Well

Harrogate Stay Well provides housing related support services for people with mental health issues within the borough of Harrogate. The service is split in two with a floating support arm providing holistic wraparound support, advice and care to enable people to remain in their own home wherever possible. The service is now developing a housing arm with the provision of accommodation alongside support as an integrated package.

The service seeks to provide a trauma informed, strength-based approach to working alongside people who have a range of individual needs, including people experiencing issues related to the 4 HARM areas:

- Homelessness
- Addiction (substance misuse)
- Reoffending
- Mental ill-health

Accommodation will be dispersed across the borough of Harrogate with a contracted limit of 11 units in total.

## Job description

**REPORTS TO : Scheme Manager**

## Housing Officer

### **JOB SUMMARY:**

You will be working across the Harrogate borough supporting the day-to-day operational management of properties. You will provide intensive housing management to tenants including duties such as assisting tenants to comply with the terms of their occupancy agreement, recording, handling repairs, minimising voids. You will liaise very closely with internal and external professionals working with tenants.

The service operates Monday to Friday, 9am to 5pm, this post is for 20 hours per week, days and times are flexible and subject to discussion and agreement upon appointment.

### **RESPONSIBILITIES:**

- Striving to create a safe and welcoming environment for tenants and their visitors
- Undertaking housing management duties including tenancy enforcement action, rent collection and recording, handling repairs, minimising voids etc.
- Ensuring all housing and apartments (including any communal areas) are in a good state of repair and decoration
- Undertaking domestic duties e.g. cleaning, clearing out sharps, changing bedding, restocking and refurbishing rooms ready for re-letting
- Identifying tenants that require additional support to that offered by the scheme and assisting tenants to access appropriate support

- Developing joint working relationships with tenants' support worker, including sharing of relevant information, liaison and three way meetings between tenant, support worker and housing staff.
- Maintaining property and tenant files and producing reports as required by the organisation
- Promoting 'good neighbour' relationships between tenants and addressing any relevant disruptions/disagreements between tenants and surrounding neighbours.
- Helping to ensure the security and safety of the scheme's buildings and equipment, and ensuring that all statutory requirements and recommendations are complied with e.g. those of the Fire Officer and Environmental Health Officer etc.
- Promoting and maintaining positive working relationships with outside agencies, and attending relevant external meetings concerned with housing management matters, as and when required
- Positively participate in training and development activities as required.

#### **LEGAL AND STATUTORY RESPONSIBILITIES:**

- Demonstrate a commitment to the organisation's vision, values, aims and core objectives and to be prepared to contribute towards and promote these aims within your area of responsibility and the wider organisation
- Demonstrate commitment to ensuring and promoting equality and diversity, treating others with dignity and respect at all times.
- Undertake relevant training as required
- Undertake the above duties in accordance with Horton Housing Association's policies, procedures and values
- Comply with the Health & Safety policies in operation within the organisation and participate in required statutory and corporate training as required.
- Ensure compliance with relevant data protection legislation
- Perform any other duties from time to time that may reasonably be required

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.

## Person specification

### Skills, knowledge and experience

- A respectful and clear approach to communicating with others
- Passionate about people using their talents and abilities to solve their own problems
- Knowledge of the challenges faced by people experiencing homelessness including rough sleeping, drug and alcohol addiction and this could have been gained through lived experience or in a paid or voluntary capacity
- Knowledge of housing management legislation, policies and procedures including eviction proceedings
- Excellent interpersonal skills and the ability to work in a person-led way
- Possess high levels of emotional intelligence and resilience
- Commitment to contribute towards creating and working in a Psychologically Informed Environment (PIE)
- A commitment to partnership working
- Knowledge of the welfare benefits system would be advantageous
- Good IT skills
- Able to work effectively under pressure and/or in isolated situations
- Ability to carry out domestic duties e.g. cleaning, changing bedding, clearing out sharps, restocking and preparing properties for re-let including moving furniture
- Ability to maintain professional boundaries
- Commitment to Equality & Diversity
- A willingness to undertake any further training required
- Valid driving licence and use of a vehicle for work.

## Our Values



### Helping people

You are committed to working as part of a team and supporting others to be their best self at work each day. You are energetic, professional, open-minded and able to build positive working relationships both internally and externally. You understand and respect that others have different priorities and needs from you.



### Outstanding service

You believe in our vision, mission and values. You have the ability to communicate effectively with everyone you come into contact with. You treat everyone with dignity and respect. You are a good listener who is patient, empathetic and supportive in your dealings with others.



### Ready, willing and caring

You are self-motivated and comfortable working both independently and as part of a team. You are a proactive decision maker who can positively influence change. You are resilient and have the ability and confidence to manage stressful situations in a consistent manner.



### Training and development

You take responsibility for your own learning and development and support others to do the same. You keep up to date with changes, developments and trends in your area of expertise. You are a reflective learner who takes responsibility for your actions, responds to feedback appropriately and learns from your mistakes. You are not afraid to ask for help and support.



### Open to new ideas

You take a proactive approach to decision making and problem solving by offering pragmatic solutions. You are open minded, curious and willing to embrace innovation and change. You are willing to listen to and learn from others.



### Never giving up

You are positive and motivated to provide a high level of service. You respond to any situation in a calm, confident and supportive manner. You are not afraid of a challenge.

## Benefits

We aim to support you during your career with us and hope that working here is a fulfilling experience as you help us to run our services or directly work with people to help them improve their lives. In return, we offer our colleagues a range of **personal development**, **financial** and **health and wellbeing** benefits, some of which are provided by us, and others by external organisations, such as:

-  6 weeks' annual leave plus statutory holidays
-  Contributory Healthcare Plan
-  Cycle to Work Scheme
-  Access to and funding for continuous professional development (CPD)
-  Travel Expenses
-  Contributory Pension Scheme
-  Interest Free Loan Scheme

## Contact us

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