

Housing Options Site Lead

Location:	Multiple sites across our housing portfolio
Responsible to:	Housing Options Manager
Responsible for:	Housing Options Officers
Annual leave:	33 days including bank holidays
Other Benefits:	Interest free season ticket loan, free confidential telephone counselling service and a contributory pension scheme.
Salary:	£32,164
Hours:	35 hours per week Monday – Friday The post holder will be required to be part of the on-call rota.
Job Purpose:	The post holder will be accountable for the day-to-day operational running of a specific Housing Options Service at their allocated Housing Site with occasional responsibilities across our Housing Portfolio. This includes the management and development of the Housing service at the allocated site and the Housing Options Officers. They will ensure their team provides quality information, advice and guidance, helping young people to build a future of their choosing on their journey to independence. They will be responsible for ensuring our housing team are well trained in line with continuous professional development, that safeguarding, and incidents are reviewed for lessons learnt and that the housing service operates in line with current legislation.

Job Context:

Our Housing service offers a temporary accommodation solution to young people experiencing homelessness across 3 housing projects in Hackney, Islington and Haringey with two moves on homes in North London. The accommodation projects are open 24/7 – 365 days a year.

1. Duties and Responsibilities

Housing Management

- To take the lead of the day-to-day operation of the site and ensure that the site is operating at a consistently high standard.
- Ensure the Housing Options Officers are keeping Inform database up to date and that key work sessions are happening in line with KPIs and outcome star.
- Produce comprehensive rotas that appropriately staff the service with a balance of colleague wellbeing and working time directive.
- Oversee and ensure the implementation of the Quality Assessment Framework to best practice standards

- To contribute and support the development and reviewing of housing policies, processes, and procedures to ensure the effective running of the housing projects.
- Deliver our Vision, Mission and Values through quarterly plans detailing specific objectives, activities and anticipated outcomes in line with our housing models.
- Ensure that we are adhering to contract requirements with our partners/stakeholders.
- To be responsible for incidents, safeguarding and complaint management and report in line with YLCAN London City and North policies and procedures, ensuring all incidents and complaints are investigated and sanctions are given when appropriate.
- To oversee the evictions and abandonments procedure and review in line with housing legislation and best practice.
- To manage the YLCAN's Housing stock to a high standard and ensure that repairs are actioned in accordance with set targets and standards and take corrective action where repairs are not carried out or below standard
- To ensure your teams are carrying out pre-void inspections, reporting void works and conducting risk assessments and move in criteria assessments.
- Inspire the team and initiate a creative, innovative, and person-centred approach to working with young people that aligns with our commitment with creating a Psychological informed environment.
- Ensure the team can offer advice and guidance to residents on their welfare entitlements.
- Ensure the team supports residents in sustaining their license agreement.
- Ensure that all records and databases are kept up-to-date, and that information is input in a timely and accurate manner.
- Ensure the smooth-running of the Housing Options workstream across all sites and effectively report serious incidents or concerns to the Housing Options Manager.
- Collate and write housing management reports as specified by management.
- Review case files of the residents and ensure they are receiving the help in line with policy and procedure.
- To ensure that all relevant Core, CRF and CSS forms are completed and inputted digitally throughout the year, in line with central government regulations.
- To ensure that all monthly quality checks are completed
- Work collaboratively with your team to implement the Foyer accreditation and embed a Psychological Informed Environment.
- To be responsible for the safety and security of the housing accommodation by reviewing policies, procedures and our partnership with our night team contractors.
- Liaise with all statutory agencies in line with housing legislation
- To ensure that the management of the service is responsive to the needs and demands of residents
- Ensure that all accommodation projects are adhering to GDPR in line with the suite of policies.
- Ensure that the Housing Options Officers are receiving monthly one to ones, annual performance reviews and the housing model is being followed

External Agencies

- To review and implement the referral processes
- Ensure you network with and have effective communication with external referral agencies, private landlords or other sources.
- To source new residents via networking

Licence Agreement

- To ensure licence agreements are always in line with legislation and best practice, ensuring breaches are managed effectively and promptly.
- To ensure that the move-in pack and policy and procedure are reviewed yearly and are being adhered to at all times.
- To ensure that the H & S room checks are completed, and warnings are issued in line with the policy and procedure.
- To be responsible for maintaining strong links with a range of stakeholders in order to maximise referrals and opportunities for YP.

Income Maximisation

- Deliver a robust monitoring mechanism ensuring maximisation of occupancy in line with a void management plan
- Support the production of a monthly reports for the Head of Housing Ops on all KPIs including, rental income, void levels, maintenance issues, employee relations and Incidents/Safeguarding/Complaints.

Resident Involvement

- Support the development and implementation of a resident's engagement strategy with the Housing Site Lead – Residents Pathway.
- Support the development and management of resettlement activities/opportunities for vulnerable young people in collaboration with the Housing Site Lead – Residents Pathway.
- Monitor, report and improve levels of customer satisfaction, by ensuring the relevant KPI's are set and monitored In line with the Housing Site Lead – Residents Pathway.

Regulatory Standards and Compliance

- To ensure all staff work in line with the organisation's Child Protection and Safeguarding policies and procedures.
- To support the development of a Housing Services that is in line with the Housing Regulation Framework guidelines and to assist in any Inspections.
- Perform regular quality checks throughout the accommodation projects
- Ensure safeguarding matters are appropriately managed in accordance with the organisation's Safeguarding Policy and Procedure.
- Be aware and have knowledge on current Levelling Up policies and the Housing White Paper.

Staff Management

- Provide line management to the Housing Options Officers and ensure that staffing levels are always appropriate, in line with YLCAN procedures. This will include managing annual leave, time off in lieu, sickness, timesheets, rotas, regular work reviews, recruitment and selection of new staff and performance within the team.
- Identify, develop and implement appropriate training programmes for staff including awareness of working with young people, complaint handling and customer care skills.
- Ensure effective duty rota development and implementation in liaison with your line manager. To monitor the performance of the Site Leads including all housing staff on their conduct, wellbeing, and caseload.
- Ensure that YLCAN policies and procedures are understood and implemented by the housing department.

- Ensure the team are receiving the essential training and a personal development plan is devised for all.
- Ensure the team operate in line with professional boundaries at all times.

2. Other

- Lead the Housing Needs Team and develop a robust and professional employee culture across all sites
- Support the streamlining of services so all accommodation projects and move on properties are working in line with the same policies and procedures.
- To represent the organisations at external forums and meetings.
- Maintain and develop the processes and procedures of best practice for care, support and supervision for vulnerable young people.
- Maintain a thorough knowledge of housing legislation and seek to stay up to date with the White Paper for housing and levelling up.
- To undertake other duties commensurate with grade and status.
- To arrange and/or cover at any Housing site for holiday or sickness within the housing department.
- Carry out all duties with due regard to the ethos, aims and purposes of YLCAN and its Christian basis.

3. Scope and limits of authority

- To be responsible for ensuring effective Housing Options Service operating a high standard of supported accommodation in line with processes across all accommodation projects 24/7.
- Develop and seek smarter ways of working across the service IT applications, particularly INFORM.
- Ensure your team are working to the YLCAN code of conduct and employee relation issues are dealt with promptly in line with our HR policies.
- Manage and cultivate a flexible and open to change Housing Options Service.



Personal Specification -Housing Options Site Manager

Knowledge and Qualifications	
Educated to Level 4 or equivalent in Housing or relevant experience	Essential
Knowledge, understanding and awareness of <ul style="list-style-type: none"> • Health and safety provisions and requirements in a residential project. • Current housing legislation and regulations (Levelling Up & White Paper) • Safeguarding • Void Management 	Essential
Understands Housing Income Streams and void management	Essential
Has an understanding of the psychological informed environment approach?	Essential
Experience	
Experience of working within a psychological informed environment.	Desirable
Three years' experience of working within the housing sector.	Essential
Experience of handling complex employee relation issues.	Essential
Experience of dealing effectively with difficult client groups.	Essential
Significant experience of managing conflict	Essential
Experience of meeting performance standards and key performance indicators.	Essential
Abilities and Skills	
Ability to manage and motivate staff effectively and to promote good team work.	Essential
Excellent communication skills with the ability to produce timely and accurate reports in line with deadlines.	Essential
Ability to work constructively as a leader of a team and within a multi-agency framework.	Essential
Relationship Building – ability to develop and maintain constructive relationships with key internal and external stakeholders.	Essential
Ability to organise self and others to maintain high standards of service and lead teams to desired goals, using own initiative.	Essential
Excellent organisational and problem-solving skills.	Essential
A commitment to equal opportunities in service delivery and diversity in employment practices.	Essential
IT proficiency including working with database systems.	Essential
Willingness to work flexibly in response to changing organisational requirements.	Essential

