

Job Description Template

Job Title	Housing Officer
Function	Housing
Reports to	Team Leader
Direct Reports	N/A
Dimensions (budget, people span of control)	N/A
DBS Check Level Required	Standard
Grade/Job Evaluation Level	A3
Salary Banding	£24,020.00- £30,790.00
Created/Reviewed date	2022

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

Purpose of the Role

To carry out a range of comprehensive and pragmatic housing management activities centred around tenancy start up, closure and resettlement.

Key Accountabilities (List of accountabilities specific to this role)

- Ensuring the tenant is fully aware of their tenancy conditions at start up including issuing keys, Tenant Handbook and completing the sign-up process, explaining the terms and conditions of the tenancy agreement and their security of tenure within it.
- Assisting with Housing Benefit claims during tenancy sign-up process and throughout their tenancy.
- Advising and assisting with implementation of aids and adaptations to the property if applicable.
- Regular property inspections and undertake Risk and Compatibility Assessments in relation to shared housing/HMO's.
- To arrange and facilitate tenant meetings within shared housing/HMO's.
- To promote available properties & increase profile of Housing Officer and Humankind Housing.
- Advising tenants on rent arrears & assisting with the reduction of debt.
- Collaboratively working with internal & external partners to achieve void targets.
- Dealing with anti-social behaviour issues, serving notices; appointing a solicitor and attending court hearings.
- To set up rotas within shared housing/HMO's for cleaning, gardening, cooking, shopping etc. where applicable.
- Dealing with abandonment and related issues.



- Maintaining security and upkeep of buildings including alarm checks, ordering new equipment/goods where applicable, reporting repairs and arranging tests of the gas and electrical system/items e.g., annually for gas. P.A.T.
- Maintaining accurate records keeping property files and the MIS up to date.
- Conducting housekeeping audits and property inspections alongside an annual property appraisal by year end and with an estimate of cyclical work required, replacement, decoration, carpet/flooring requirements etc. and estimated costs.
- Facilitating tenant consultation, information and participation related to housing matters and housing management information.
- Giving advice relating to resettlement and permanent move-on accommodation opportunities.
- Obtaining estimates and quotes for required works, including placing orders and monitoring works in progress and checking completed work.
- Putting the resident in touch with, or advising on availability of care, support, and welfare service and encouraging the residents to maintain their engagement with services.
- Be part of the 'emergency out of hours repairs service on a rota basis.

General Accountabilities

(List of accountabilities applicable to all roles)

- Undertake continuing professional development including participating in clinical supervision, performance and development reviews (PDRs) and attending training as/when required .
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- Keep abreast of policy and professional development within your area of professional expertise.



- To promote, adhere to and live our workplace values of being honest, committed and inventive.

Additional Information

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.

Values and Competencies

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity



Person Specification

Qualifications	Essential or Desirable
Good general education with ability to progress onto professional qualification in Housing.	E
CIH or equivalent Housing Qualification	D

Skills	Essential or Desirable
Ability to deliver and support others to deliver training e.g., tenancy ready programmes, and provide advice to staff and service users.	E
Ability to manage competing work demands and respond flexibly to the demands of the post.	E
Ability to maintain clear professional boundaries.	E

Experience/Knowledge	Essential or Desirable
Minimum of 2 years' experience or a good understanding of working with people affected by homelessness / substance misuse/offending behaviour/mental health, Learning Disabilities.	E
Knowledge of Housing Law relevant to landlord and tenant.	E
Knowledge of the 'Decent Homes Standards' and the 'Housing Health and Safety Rating System'.	E
Knowledge of Choice Based Lettings / housing allocations systems.	E
Awareness of housing management functions and issues e.g., allocations, repairs, and maintenance, rent arrears, evictions, conflict	E



resolutions, neighbourhood issues, shared housing.	
Understanding of how the welfare reform bill is / will impact upon housing choices.	D
Knowledge of the different housing options available to clients.	E
Commitment to understanding of Equal Opportunities and anti-Humankind discriminatory practices.	D
Full driving licence and access to a car for work, and appropriate business insurance cover	E

