



**South Yorkshire  
Housing Association**  
Delivering quality local living

## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Housing Worker (SAMS)</b>
<b>Salary grade</b>	3C/D/E - £18,630 plus ECU.
<b>Hours</b>	37 Hours per week.
<b>Department</b>	LiveWell
<b>Responsible to</b>	Project Lead
<b>Cover for</b>	Key Workers Housing Worker (SAMS)
<b>Cover by</b>	Housing Worker (SAMS) Key Workers Relief staff Project Lead

### **1. MAIN AIMS**

To provide an intensive and supportive housing management service to customers with support needs, who receive a support service from third party organisations or personal assistants. The service provided will ensure that customers understand the responsibilities they have in being an SYHA tenant.

To work closely with third party support providers and other professionals to resolve issues that may arise during the tenancy.

### **2. DUTIES**

1. Provide a contact point for customers, providing information in a way that is easy to understand.
2. To offer advice, information and support to people who may be interested in the scheme.
3. Process referrals and assist with the allocation of properties to customers.
4. To help customers prepare for the move into their accommodation and ensure properties are available for letting and are well maintained.

5. To issue occupancy agreements and provide sign-up packs / client handbooks for new tenants.
6. To provide practical advice and personalised support to enable clients to move in to and to maintain their home. This includes submitting the initial housing benefit claim, and advice about rent payments, decoration and furnishing and connection of utilities.
7. To maximise rental income and provide a housing management support service in accordance with current SYHA policy.
8. To liaise with external agencies and SYHA colleagues as required.
9. Carry out health and safety visits to properties and follow up on any issues identified.
10. Carry out inspections of empty properties when a tenant has moved out and follow up on any issues identified.
11. Liaise with SYHA contractors to ensure that properties meet the standards laid out in the tenant's occupancy agreement.
12. Assist the Project Manager to follow SYHA procedures in the case of rent arrears or personal service charge arrears.
13. To be involved in reviews and assessments of the project as required by the manager
14. Update records according to SYHA policies and procedures.
15. Meet defined key performance indicators/targets for the scheme.
16. Report any concerns or queries to the line manager.

### **3. OTHER DUTIES**

1. Work within the policies of SYHA and participate in the development of policies and procedures.
2. Maintain a good working knowledge of health and safety procedures.
3. Promote client involvement in the management of the service.
4. Participate in regular supervision sessions and appraisals with the line manager. Attend training and development activities, as identified and participate in team meetings as required.
5. Maintain administration systems relevant to the project and maintain the office space used by the Project in a clean and tidy condition.
6. Promote SYHA's Values and Diversity Policy and practices in all aspects of service delivery and contribute to the development of client involvement strategies

7. Maintain a good working knowledge of new work procedures, health and safety procedures and fire precautions and operate the correct procedures and participate in policy development and improvement project initiatives, where appropriate.
8. To work flexibly when appropriate in order to maintain appropriate contact with customers, to ensure effective service delivery.
9. To undertake any other duties appropriate to the grade and purpose of the job as may be agreed by the post holder, management and trade union.



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## CONDITIONS OF SERVICE

<b>JOB TITLE</b>	Housing Worker (SAMS)
<b>Salary grade</b>	3C/D/E - £18,630 plus ECU.
<b>Hours</b>	37 Hours.
<b>Leave</b>	<u><a href="#">27 days annual leave, plus 8 statutory Bank Holidays and 4 SYHA days at Christmas, Easter, Spring and August Bank Holiday (all pro rata). The leave year runs from 1 April to 31 March.</a></u>
<b>Pension</b>	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS from time to time in force. For more details please contact the HR Department.
<b>Unions</b>	SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
<b>Car Allowance</b>	This post does attract essential car user allowance, and the staff member is required to hold a valid full driving licence.
<b>Car Parking</b>	The post holder will be issued with a permit for parking.
<b>Job Share</b>	The post is open to job share.
<b>Location</b>	Any site where supported housing is provided
<b>No smoking</b>	SYHA operates a no smoking policy within all our offices.



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**PERSON SPECIFICATION**

**Housing Worker (SAMS)**

<b>Criteria</b>	<b>Essential</b>
<b>Impact on others</b>	<ol style="list-style-type: none"><li>1. Ability to communicate well with a wide range of people, verbally and in writing</li><li>2. Ability to work as a part of a team and under own initiative.</li><li>3. Demonstrate a positive, sensitive and constructive approach to working with clients, colleagues and professionals.</li></ol>
<b>Motivation</b>	<ol style="list-style-type: none"><li>4. Commitment to the Associations goals and values at all times.</li><li>5. Ability to deliver a high quality service and take responsibility for own workload</li></ol>
<b>Values</b>	<ol style="list-style-type: none"><li>6. Commitment to diversity, customer excellence and equal opportunities in service delivery.</li><li>7. Commitment to take full account of the views, targets and aspirations of those we support in service delivery.</li></ol>
<b>Professional Know How and Qualifications</b>	<ol style="list-style-type: none"><li>8. To have knowledge and understanding of housing law in relation to managing tenancies and the ability to explain tenancy issues to customers.</li><li>9. Understanding of the housing related issues faced by vulnerable people.</li></ol>
<b>Problem Solving</b>	<ol style="list-style-type: none"><li>10. Ability to manage difficult or urgent situations relating to service provision.</li></ol>
<b>Work Related Circumstances</b>	<ol style="list-style-type: none"><li>11. Ability to use a range of IT programmes including Microsoft Word, Excel and Outlook.</li><li>12. A willingness to undertake any necessary training.</li><li>13. Hold a valid full clean driving licence and have a vehicle available for work if required for the post.</li></ol>