

**Housing Manager (Maternity Cover)**  
**12 Month Fixed-Term**  
**Job Description**

<b>Job Title:</b>	Housing Manager (Maternity Cover)
<b>Contract Type:</b>	Part Time - 12 Month Fixed-Term
<b>Hourly rate of pay:</b>	£13.50 (& Benefits)
<b>Hours of work per week:</b>	20 (inc. flexible working, occasional evenings, weekends or bank holidays)
<b>Responsible to:</b>	Head of Housing
<b>Responsible for:</b>	Housing Team
<b>Location:</b>	YMCA North Tyneside

**Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

**Job Purpose:**

The post holder will be responsible for leading and managing the provision of a high quality housing service in accordance with YMCA North Tyneside policies, practices and quality standards. They will oversee management and leadership of all staff and volunteers and have overall responsibility for ensuring the services respond to the needs of the residents and community.

**Main Duties & Responsibilities:**

- Oversee induction, management and leadership of all staff and volunteers including the direct line management of the Senior Support Worker and Project Lead
- Overall responsibility for the Housing Project, Staff, Volunteers and Residents with an overriding goal to ensure that all thrive
- Overall responsibility for operational financial management of Housing including management of housing benefit, rent contributions, service charge payments, additional hours scheme and general operational expenditure



- Develop and lead effective and efficient forward thinking services that responds to the needs of the residents
- To ensure effective line management, recruitment, appraisals and development of staff is undertaken
- Overall responsibility for liaising with and implementing compliance requirements and audits and assessments whether they be from Local Authorities, Commissioned Services, Grant Funded Projects, Homes and Communities Agencies, YMCA England and Wales or any other
- To oversee all risk based decisions such as referrals, warnings and evictions and daily operation project dynamics
- To effectively manage income based decisions with risk based evaluation, staff capacity and referrer relationships
- To liaise with the Head of Housing to ensure all policies and procedures are up to date and working effectively
- To ensure all staff are following all policies and procedures and project risk assessments
- To be the lead person in Housing responsible for Health & Safety. To liaise with the Head of BIS and external H&S agencies, ensuring that risk assessments are carried out on a regular basis for all areas that staff and young people and all activities which may be taken part in and ensure that the implementation of H&S regulations are in place.
- To review IONAs in line with incidents and ensure all reasonable measures are in place to prevent future incidents.
- To view eviction as a last resort and support the staff team and young people to maintain their accommodation and abide by house rules
- To develop and expand referral streams and develop positive relationships with external professionals and potential new referrers
- To attend and lead where required more complex Care Team / Safeguarding / Looked After Child review meetings with young people and their care teams
- Manage and oversee an effective 24/7 Staff Rota that is in line with Business Needs
- To strongly commit to uphold the organisation's policy on Safeguarding Children, Young People & Vulnerable adults, and have a desire to want to work with the above and make a difference to their lives
- To ensure a positive, outcome based environment where residents lives change for the better and lead by example where de-escalation is necessary to ensure a positive and firm reinforcement of boundaries where challenging behaviours exists
- Responsible for upholding and implementing legal compliance in all Housing matters
- To undertake ongoing assessment to ensure maximum operational efficiency
- Maintain up to date knowledge on changes in legislation, national and local trends and initiatives in order to ensure the service meets the needs of any changes and best practice
- To look for opportunities to advocate for homeless young people and the YMCA in general

### **General:**

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed



regularly and may be changed in the light of experience and in consultation with the post-holder.

This role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure.

**Equal Opportunities:**

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

