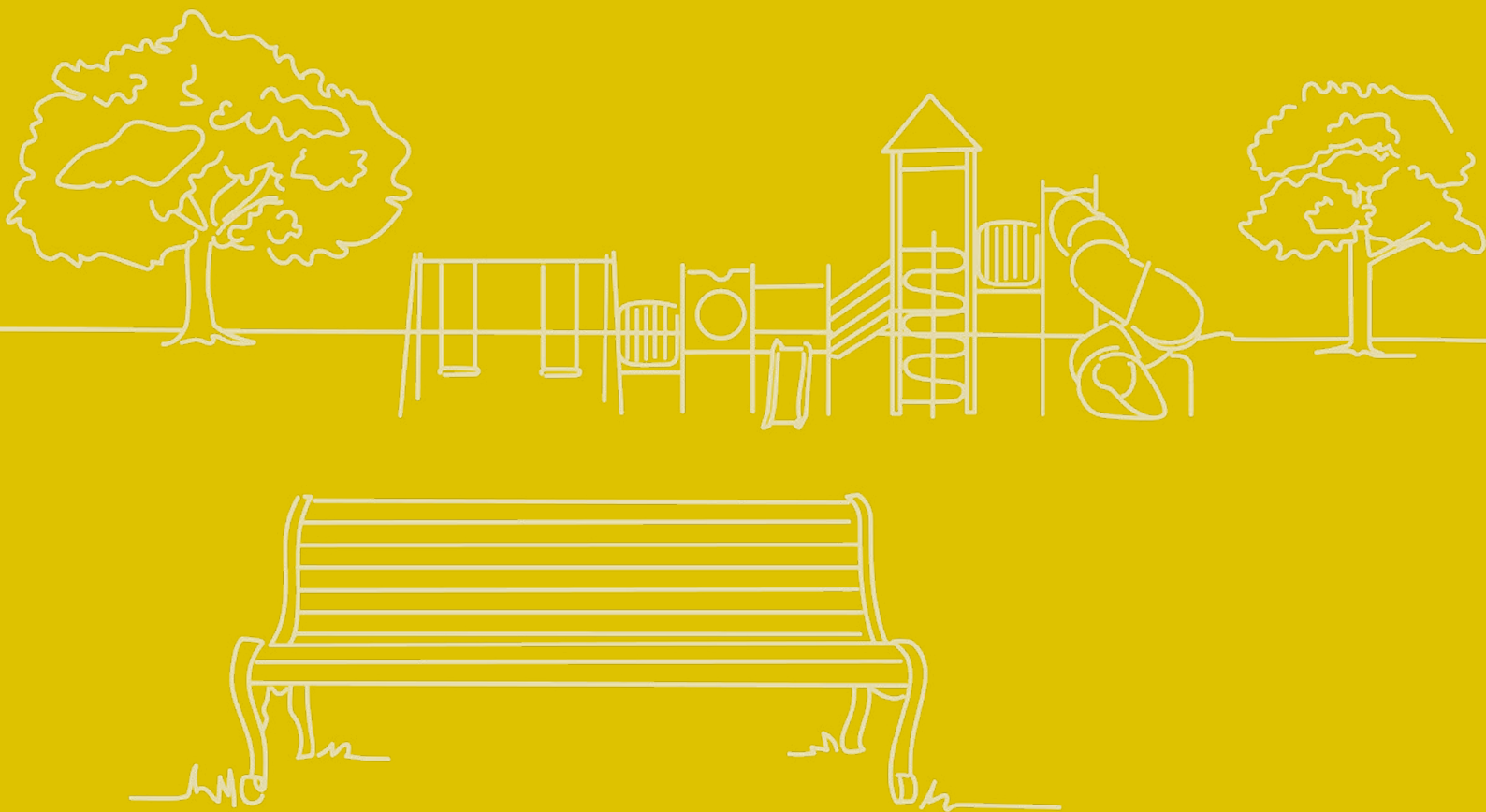


Homeless Accommodation Housing Coordinator x2

Applicant Information Pack



Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



unitedwelsh.com/contact



tellmemore@unitedwelsh.com



0330 159 6080

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About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,300 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around **£35m** each year and in the next five years, we intend to build **1,300 more homes**. We are ambitious about how we can help people to live their best lives, working

with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing Homes for
United Welsh

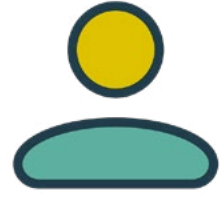
**Celtic
Horizons**
Asset
Management

**Celtic
Offsite**
Timber Frame
Factory

The Celtic
Horizons Asset
Management
service for
United Welsh
is delivered in
partnership with
Mears Ltd



Job Profile



Homeless Accommodation Housing Coordinator x2

Reporting to

Housing Management, Wellbeing and Compliance Manager

Broad purpose of the post

Min y Coed is owned and managed by United Welsh and provides temporary housing in the form of one and two-bedroom apartments for families experiencing homelessness in Cardiff. The families are referred by Cardiff Council who provide the support function in the form of floating support, and United Welsh is the landlord providing the Housing Management function. This includes managing the building and facilities, repairs, receipt of rents, management of voids, health and safety and resolution of any building / or partner-related contractual issues.

These roles are the main on-site landlord representative, monitoring and managing the building and facilities day to day. They will raise and monitor repairs to a conclusion, sign up new occupant contracts and organise a quick turn-around through a voids management process.

You will also provide daytime cover in Oak House in the same role on a rota basis. Oak House is another one of United Welsh's Cardiff-based temporary accommodation schemes for single people experiencing homelessness. In both locations you will work as part of a team working in a person-centred manner managing expectations, and using a strength and asset-based, psychologically informed approach.

Key Accountabilities



- To work between Min y Coed and Oak House accommodation as part of a weekly rota, ensuring a robust and comprehensive building management service is delivered to a high standard across a range of housing functions.

Service

- Sign-up, maintain and monitor residents' length of stay considering the implications of duty under the Renting Homes (Wales) Act legislation, knowing when to issue or change contract types. Both buildings follow different legislative processes, therefore there must be effective communication with evidence-based discussion with Cardiff Council, within housing legislative time scales.
- Make sensitive decisions on receipt of referrals, including assessment of complex families and individuals, to ensure that placements are suitable and appropriate, all within contractually agreed time scales.
- Implementing Renting Homes (Wales) Act processes, encouraging residents to adhere to their occupation contract or license agreement to maintain their current accommodation and live in a safe environment, through encouragement of pro-social behaviour for all housing related matters.
- To keep detailed and accurate confidential records, ensuring information is effectively communicated between United Welsh employees and, where GDPR allows, our partners, ensuring that both the needs of the occupants and the service are met. Contributing to daily handover meetings, ensuring effective communication between staff members; being the person on site responsible for keeping up to date building information including actioning a Disaster Recovery Process in the event of a serious building or on-site issue.
- To proactively manage and record any complaints, compliments and landlord requests relating to housing management issues. To record any incidents of anti-social behaviour, all in line with policies and procedures, in conjunction with support from colleagues and external agencies.
- Issuing warnings including Notice to Quit and banning visitors when needed. Following the formal legal action process related to a client contract breach, assisting in court application when necessary, leading to potential formal evictions/ possessions and abandonment processes.
- Ensure United Welsh is not only building compliant but contract compliant with funders, assisting in compiling, and presenting internal and external reports for both Min y Coed and Oak House.

Safety

- Point of contact for all building services, monthly estate management checks, monthly flat inspections for all units identifying any building health and safety risks and repairs with follow up actions, fire alarm tests, fire evacuations and holding regular housing surgeries and scheme meetings for clients, and other building related meetings with partner agencies encompassing practicality and safety on site.
- Point of contact for internal and external contractors delivering estate and facilities management services, keeping the projects safe and compliant. Logging and monitoring service and repair work, facilitating planned works, providing access to the building, and keeping all parties updated ensuring that communication is clear, and schemes are well maintained.
- To lone work and be able to risk assess, keeping residents, staff, the community, and visitors safe at all times. Unlike Oak House, Min y Coed is not manned 24/7 and it is of paramount importance to create, develop and maintain appropriate safety mechanisms in place when staff are not on site.
- Understand the nature of Psychologically Informed Environments to ensure that support, housing management and building services are provided in a trauma informed way.
- Responding to site-specific emergency situations and/or those in crisis. To utilise skills to reduce harm to service users and seek positive outcomes. To manage and escalate risk including at times identifying and raising safeguarding issues to Cardiff Council management and/or Social Services, escalating when necessary to the Housing Management, Wellbeing and Compliance Manager and more United Welsh and Celtic Horizons management.
- Provide and update annual building risk assessments, including any other internal or external organised events within the schemes which require stand-alone risk assessments throughout the year. Assess, complete, and update person-centred fire risk assessments for residents who present as an increased risk in the building and/or may need assistance evacuating in the event of a fire.
- Manage CCTV, keeping the building safe, making sure CCTV is in full working order, raising repairs and continue to develop and improve the environment when needed, making sure this service is fit for purpose. To provide emergency services such as the Police, and other agencies, CCTV material essential for their investigations, adhering to United Welsh mandatory compliance channels.

Partnership

- Work closely (in conjunction with the Housing Management, Wellbeing and Compliance Manager) with other officers, departments, and partnership organisations to ensure a co-ordinated service is provided. Making sure there is frequent contact, planned group meetings and consensus in discussion.
- Attend Service Contract Meetings when required to support the Housing Management, Wellbeing and Compliance Manager with the management and continuous improvement of the service overall, informing planning process and initiating, facilitating, and managing change in a positive manner. Maintaining and fostering this relationship including other external contracts, to maintain and improve an excellent level of building service.
- Deliver a person-centred service to residents identifying those at risk, working in a positive way with other agencies to ensure safeguarding, minimise arrears, helping to maintain tenancies and assist people to live independently in their homes. To be the point of contact in the building for these and other housing related issues. This may involve sign-posting support related issues, and advocating, as appropriate within your role, to those other services.
- Forge excellent relationships with Neighbourhood and Community Safety partnerships, making sure United Welsh having a strong presence and voice within local community initiatives.

Finance

- Responsible for ensuring void days are within Cardiff Council's minimum contractual time scales, to both ensure prompt management of Cardiff Council referrals and to ensure income revenue is maximised.
- Completing housing benefit applications on sign-up, and monitoring that correct benefits are received and managing any irregularities. Keeping a wide range of general housing-related services up to date, challenging any monetary issues and therefore minimising United Welsh financial loss.
- Responsible for auditing stock and income expenditure, and providing the information needed in setting and implementing of annual service charge increases set by the Housing Management, Wellbeing and Compliance Manager, Project Accountant, senior management, and the Service Charge Lead.
- Liaise with dedicated internal and external income teams to discuss and improve processes to maximise revenue. Raise purchase orders, approve, and code invoices while monitoring budgets, keeping expenditure within agreed monthly forecasts.
- Collate and provide auditing materials such as Supporting People Annual Returns, and other related information reported on throughout the fiscal year.
- The role may also require undertaking such other duties and/or times of work as may reasonably be required of you, commensurate with your level of responsibility within the organisation.

Personal Requirements

Essential

- Experience of working with vulnerable individuals.
- Knowledge of Renting Homes (Wales) Act 2016 and other housing legislation.
- Relevant knowledge and experience of service providers for people experiencing homelessness.
- Ability to maximise revenue and income in this or other fields.
- The ability to work on own initiative and as part of a team.
- Ability to liaise with internal and external colleagues to achieve positive outcomes for people.
- Communication skills which can convey information clearly and confidently with an ability to influence, negotiate and resolve disputes.
- Able to deal with stressful or emotional situations calmly and objectively.
- Able to identify safeguarding issues and use appropriate reporting mechanisms.
- Organisational and time management skills.
- Practical and logical with a solution focused approach.
- Awareness of confidentiality and data protection.
- Competent in Microsoft Office packages and the use of database systems.

- Full UK driving licence and access to a vehicle with the ability to work across United Welsh sites.

Desirable

- Experience of working in a hostel / supported housing environment.
- Working with individuals/ families who have experienced/ are experiencing domestic abuse/ substance misuse (drugs and alcohol) / mental health/ offending behaviours.
- Knowledge of Supporting People Programme Grant and the outcomes framework.
- Knowledge and experience of housing eviction court process.
- Managing scheme building services with proven experience

The Essential Criteria stated within the Personal Requirements will be used for shortlisting purposes. However, all criteria will be considered in the process of making an appointment.

Please note, this role may require a DBS check. This will be conducted as part of the recruitment process for the successful candidate.

Terms and Conditions

Current Salary

Total salary is **£28,250** per annum.

Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period.
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in 'Can Do' days, giving back to the communities where we work
- A half a day's leave under the 'School Starter Scheme'
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



How to apply

To apply, please send a copy of your **CV, a cover letter and the Equality, Diversity and Declaration of Interest form** to jobs@unitedwelsh.com by **11:59pm on Sunday 6th August**.

In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/ desirable criteria in the Job Description.

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.

- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. The information you provide will be used for monitoring purposes only and will be kept separate from your application
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment

Please send any applications to jobs@unitedwelsh.com or deliver them to: FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU. Our main office is open between 9am and 5pm, Monday to Friday.



www.unitedwelsh.com

