

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in South East Simon Community, which outline the objective, key tasks, performance indicators and skills, required. South East Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe South East Simon Community's values and practice including:

- Encourage community members to participate in the community
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self-Care and manage their time well.

What we offer:

- ✓ Five weeks' annual leave
- ✓ Time off in lieu (TOIL) system in place
- ✓ Pension Scheme membership
- ✓ Excellent support
- ✓ A positive and welcoming environment
- ✓ Wellbeing supports
- ✓ Cycle to work scheme
- ✓ Sick Pay Policy

Role Title: Housing Services Coordinator

Department: South East Simon Community, Property Department, Tenancy Management Team

Reporting to: Tenancy Management Team Leader, with occasional reviews with Property Asset Manager

Objective: To work in the Property Department, and Tenancy Management Team, coordinating all property management and tenancy management services in the South East region. To be successful in this role you will need experience of Property Management and Tenancy Management. It would be advantageous to also have experience of working with vulnerable people, and/or dispute resolution. You will represent South East Simon Community's property team to coordinate and deliver all aspects of effective Property and Tenancy management. You will be responsible

for ensuring that you / the team effectively and efficiently resolve all property and tenancy related queries. You will provide expert property and tenancy related advice, decision making, direction, administration, reports. You will ensure that practice complies with policies, procedures, aims and values of the Community. It is therefore critical that you have:

- Relevant experience in Property Management, and Tenancy Management including resolving breaches of tenancy
- Working knowledge of all relevant GDPR, RTB, AHBRA and H&S regulations and legislation
- Strong organisational and time management skills
- Good communication skills and customer care for team mates, stakeholders and tenants alike.

Key Priorities:

Tenancies:

- Maximize occupancy levels, reduce voids, reduce length of void periods by working closely with maintenance to ensure properties are prepared for new tenants as quickly as possible
- Coordinate the preparation of properties for viewings, and lettings, including arranging necessary repairs, ordering of fixtures and fittings, and managing budgets and suppliers
- Ensure all tenants have tenancy agreements in place. Complete new agreements when required
- Ensure all tenancies are registered with Residential Tenancies Board.
- Coordinate the tenant's "move in" process, and associated admin including ensuring that the relevant utilities companies are notified in a timely fashion of new tenants
- Ensure that both the Landlord and the tenant are fully adhering to the terms of the tenancy agreement
- Ensure a welcoming, supportive, trauma informed and respectful environment for all tenants and potential tenants within your area of responsibility.
- Ensure that all tenants are aware of their rights and responsibilities.
- Ensure that all tenants have a comprehensive directory of support services re property and/or maintenance issues.
- Routine property inspections, and management of all tenant queries
- Ensure complaints are listened to and responded to promptly, investigated fully, and the tenant is made fully aware of the relevant appeals processes
- Address any tenant breaches of agreement quickly and effectively, in accordance with Housing First principles and Simon Community's ethos and values. Such breaches may include unauthorised occupants, anti social behaviour, non payment of rent etc. Prior experience of dispute resolution would be advantageous.
- Make every effort to support the tenant to remedy the breach and continue the tenancy.
- Address any Landlord breaches of agreement by ensuring the property meets regulations and standards
- Effectively handle and resolve complaints from tenants, management companies, neighbours. Prior experience of complaint handling would be advantageous
- Where necessary issue notices, ensuring compliance with tenancy agreement and RTB rules. On occasion agree surrenders or formally end Tenancy Agreements, managing the tenant's "move out" process
- When notices are issued, ensure the sanction is appropriate and proportionate. Liaise with relevant support staff to ensure that the tenant has appropriate support when receiving and responding to a formal notice

- Work collaboratively with Tenancy Sustainment & Housing First Services regarding tenancy cessations and new allocations, in order to plan for and minimise voids and vacancies.
- Full compliance with all statutory bodies, such as RTB and AHBRA regulations

Rents:

- Ensure rent income and rent allowance is optimised and protected.
- Up to date and accurate recording of tenant rent arrangements and rent collection, liaising with Accounts Dept, as required. Ensure tenants understand their responsibility regarding rent.
- Ensure rent amounts are set at the appropriate level.
- Ensuring tenants are assisted to access HAP / RAS & Rent Allowance payments.
- Ensure tenants avail of the Household Budget facility where relevant, and arrange automatic rent payments, e.g. standing orders, as a preference.
- Monitor rent payment schedules, and coordinate appropriate responses which may include setting up repayment plans to address rent arrears
- In the event of consistent non-payment of rent, issue formal written warnings and hold formal meetings to ensure the tenant understands the gravity and consequences of continued non-payment

Data and administration and finance:

- Ensure that the administrative responsibilities of the team are carried out, directly or through delegation.
- Ensure tenancy, property and incident reporting records and health and safety checks are kept up to date on relevant IT systems
- Record all complaints, responses, actions, outcomes, timelines etc.
- Ensure applications are made in a timely fashion for various grants available to the tenant and to South East Simon Community
- Generate and maintain up to date statistics.
- Generate regular reports to a high standard, e.g., occupancy levels, upcoming tenancy expiries, voids, lengths of voids, rent collection, aged rent debt, tenant recharges for services charges / damages, H&S check-list compliance, and any other reports as may be needed by Management from time to time

Neighborhood relationships:

- Establish and maintain good relationships with neighbours.
- Respond quickly, appropriately and effectively to any complaints.
- Ensure tenants are aware of their obligation to be good neighbours and members of the local community
- Ensure positive relationships are maintained with relevant property management companies.

Housing quality and safety standards:

- Ensure properties are maintained to a high standard, meeting health and safety and fire safety requirements.
- Ensure inspections and checklists are carried out
- Coordinate with maintenance staff to deliver remedial repairs in a timely fashion.

Health & Safety:

- Awareness of health and safety policies affecting the workplace and comply with regulations regarding safe practices and the use of safety equipment

- Participate in courses pertaining to Health & Safety, Fire Safety, Manual Handling and other priority training
- Comply with all health & safety standards and work with due regard to your own safety and the safety of others
- Arrange annual compliance checks and certificates, such as gas, electrical, fire equipment etc

Fire Safety:

- Co-ordinate, oversee, record and assess fire drills in line with policy and follow up as appropriate
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire fighting equipment, alarm call points etc.
- Ensure that fire and safety equipment is in good working order and ensure that any repairs and/or replacement needed for such equipment is obtained at the earliest opportunity.
- Ensure good communication structures and timely responses with the relevant Fire & Safety companies contracted with SESC such as Standard Fire & Safety Ltd.

Coordination of workload, and Teamwork:

- Coordinate the delivery of all property and tenancy related tasks directly or through delegation to Housing Officer(s)
- Ensure that practices within identified areas of responsibility are consistent with Simon Community ethos, values, policies and procedures, and also aligned with the principles of 'Housing First'
- Promote the principles of Trauma Informed Practice and Self Care
- Work cooperatively with staff across all projects and services within Cork and South East Simon Community, to ensure positive working relationships
- Develop a culture of continuous improvement and focus on quality service delivery.
- Ensure effective communication to Management of the concerns and issues arising
- Represent the Property Department and Tenancy Management Team at various meetings as appropriate.

Professional Development:

- Participate in the supervision process and implement the Individual Learning Plan as devised with your supervisor.

Requirements for the role:

- Relevant third level qualification: Housing Studies, Property Management or similar
- Experience: at least 3 years post qualification experience working in Property Management within a customer focussed environment
- Own vehicle and Driving Licence: as the role requires regular travel, it is essential to have own car and driving licence

Additional Skills needed for the role:

- IT Skills: Must be proficient in all Microsoft Office applications and email. Report writing in word, and data collection in excel, will be a basic requirement of the role. Filtering data, uploading copy documents onto a shared database and use of email are essential daily tasks.

- Excellent Communication and people skills which will enable you coordinate team members, and also to build rapport with tenants - some of whom may have complex needs as they embark upon their personal journey from homelessness into housing.
- Decision making, risk assessment and self-care: as you will be carrying out some of your duties on your own, it is essential that you are capable of carrying out personal risk assessments, and determining how best to proceed, and also, capable of addressing breaches of tenancy immediately when observed and therefore making decisions on your own to determine the best course of action. You will of course have the support of the wider team and management when needed, but given this is a senior role decision making is expected.

ADDITIONAL INFORMATION

Vacancy	Permanent contract subject to 6-month probation period
Number of hours per week	The standard hours are 39 hours per week. We are open to discussing reduced working hours.
Based in	South East region – office base in Waterside, Waterford
Normal working hours/days	Monday to Thursday 09.00 - 18.00 and on Friday 09.00 – 17.00
Salary	Starting salary is assessed according to experience. Salary scale: €38,000, €39,500, €42,000, €43,500, €44,000, €45,000
Annual Leave	5 weeks annual leave pro rata
Occupational Pension Scheme (Defined Contribution Scheme)	Compulsory membership on completion of 6 month’s service. Employer contribution 5%. Employee contribution is minimum 3% with option of Additional Voluntary Contribution.
Death in Service Benefit Group Scheme	Compulsory membership on completion of 6 month’s service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
Health Insurance Group Scheme	Optional Laya Healthcare membership. 5% group discount applies. No employer contribution.
Closing date for applications	Wednesday, 1 st May 2024 at 5pm.

*For informal discussions about the role please contact **Kieran Keohane** on 085 8589867 or **Melissa Clancy** on 087 9573 233.*

To apply for the role, please send your completed application form available on our website www.corksion.com/work-with-us or CV along with a cover letter outlining your motivation for applying for the role to recruit@corksion.com