**Housing Worker**

**£12.60 per hour.
(£26,208 for a full time 40 hour post)**

**Hours of Work**– An average of 40 hours per week, with variable hours, including daytime and night shifts. All hours, including Bank Holidays, are paid at the same rate.

**Job Purpose**
To complete administration and assessment tasks, and to maintain the security of the Supported Accommodation premises, controlling access and providing a professional service to residents, staff and others.

**Main Responsibilities**

* To attend shifts reliably and on time in order to ensure continuous cover.
* To carry out daily administrative tasks, including taking rent, answering telephone calls and providing appropriate information to callers in accordance with procedure.
* To be responsible for client interviews, move-ins and move-outs, including inductions, benefit applications and accompanying paperwork.
* To provide a visible security presence, patrolling premises as scheduled and dealing with issues arising.
* To ensure that buildings and entry points are secure.
* To clean communal areas, bathrooms, toilets and vacant bedrooms as needed.
* To act as the professional point of contact with the emergency and statutory services.
* To monitor CCTV screens and deal with issues arising, and to liaise with police where needed to prevent damage to the YMCA’s premises and / or property.
* To ensure that any incidents relating to security, safety, disorder, damage and similar are dealt with to the limits of the position’s authority, including informing the relevant manager where necessary.
* To maintain accurate shift logs of patrols, incidents, visitors and other security matters.
* To carry out maintenance tasks, and to oversee contractors as specified by the relevant manager.
* To conduct and record routine checks on hygiene, fire and other safety provisions.
* To supervise access to the laundry and the loan of equipment including the iron and hoover.
* To take appropriate steps to ensure engagement with YMCA Doncaster’s support and other programmes, and to take action where a client is unable or unwilling to engage.
* To develop and maintain professional relationships with members, users and with other staff, and to maintain confidentiality at all times.
* To work to the policies and procedures of YMCA Doncaster.
* To participate in a varied rota contributing to the provision of a 24 hour, year round service.

**Person Specification – Please show in your application how you meet each of the points below (with reasonable adjustments / training where required)**

* Able to complete forms and paperwork accurately (please show this when completing your application).
* Able to understand and follow written instructions and standard procedures.
* Able to communicate in writing, including recording shift logs and completing incident reports on paper and on computer.
* Able to carry out patrols, indoors and outdoors, including stairways.
* Able to carry out cleaning tasks.
* Able to carry out maintenance and repairs, including painting, repairing damage and household DIY.
* Able to attend shifts reliably and on time.
* Able to work alone safely, deal with whatever comes up and complete tasks without supervision.
* Common sense in working with young people and encouraging them to be capable, responsible adults.
* Able to maintain confidentiality and professional boundaries, recognising the difference between being friendly and being a friend.
* Able to communicate well with everyone, including professionals in authority, people who speak English as an additional language and those who have communication differences.
* Sufficient presence and confidence to deal with difficult and demanding situations, including conflict and aggression.
* Flexibility to fill in / cover hours where possible as part of the team of Housing Workers.

**Selection Arrangements**

You can apply at any time – **there is no closing date**.  We shortlist on the 10th and 25th of each month (deadline 11am) but do look at applications earlier when we can.

All applications are scored against our person specification.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us within three weeks you’ve unfortunately not been successful on this occasion.

**Employment in this role is subject to**

* A minimum of two references, including all employment during the past three years.
* A satisfactory Enhanced DBS check.

Apply for this role: https://ymcadoncaster.org.uk/housingworkers/