**JOB DESCRIPTION**

**Job Title:** **Housing Agent**

**Reporting to: Director of Housing**

**Hours: 37 hours per week**

**Salary £26,000**

**JOB PURPOSE**

* To work alongside individuals to where possible, remove barriers which prevent people from finding and settling in a safe, secure home and community
* To prototype a new person led service to people going through tough times
* To identify and build great relationships with as wide a portfolio of housing providers as possible, including Mayday housing, public, private and housing associations
* To contribute to Mayday being seen as a dynamic organisation creating social impact and real world outcomes for people

**The key aspects of the role:**

* To help people to find the housing that works for them, through housing conversations and ongoing work alongside people if they need to move
* To work alongside people to ensure they settle into their new home and local area or community; to focus on working with them to find what they need to be able to settle
* To work alongside people in tackling system barriers they may face in accessing what they need
* To work as part of the Community team, taking referrals and offering advice and guidance
* To build good relations with the Mayday housing team and other housing providers, dealing with any issues arising from individuals living in their housing e.g. rent arrears, health concerns
* To where and when appropriate, introduce the person to the Community team and the Personal Transitions Service offer
* To open doors to housing options by building relationships with local housing providers, including the public and private sector
* To build external relationships with key contacts to challenge and overcome barriers and system failures, and raise the profile and reputation of Mayday locally and nationally
* To work autonomously, solving problems with people and making operational decisions on a daily basis
* To work alongside colleagues in shaping and developing the way we provide person led services
* To work within a self managing team, sharing decision making and operational service responsibilities
* To share the learning of the role and experience within Mayday and to other partners and interested audiences

**GENERAL**

* To live at all times the Mayday’s ethos and values together with its policies and procedures
* To commit to fairness, rights and respect by keeping to Mayday's Confidentiality and Data Protection Policy.
* To adhere to Mayday’s policy of Equality, Diversity and Inclusion in work with all people involved with Mayday. This includes ensuring that any organisation providing services to Mayday has robust Equality, Diversity and Inclusion policies and procedures.
* To adhere to and maintain, all health and safety standards including fire and gas safety, and to attend relevant training when appropriate. This includes ensuring contractors and other agencies have robust health and safety policies in place.
* To work in accordance with Mayday’s core values and mission statement.
* To undertake any other reasonable duties as directed (including providing cover for colleagues, as directed).
* To comply at all times with the Safeguarding Policy and Procedure.

This is a general description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change.

**Person Specification**

All of the requirements are essential.

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| **Skills, Knowledge & Experience** |
| Experience working in the ‘system’ (homelessness, voluntary, supported housing, community, youth work, health, social care or criminal justice) |
| Knowledge, understanding of and passion for person led, strength based approaches to working with people |
| Good networker with proven ability to work a diverse range of stakeholders |
| Good standard of general education with excellent verbal and written communication skills |
| IT literate; good level of proficiency with standard software packages such as Microsoft Word and Excel |
| Full and valid Driving licence and access to a vehicle |
| Creative, innovative and solution focused |
| Capacity to articulate how the system labels people and presents barriers to people going through tough times |
| Confidence to work with the person and not a label; to provide a human response for people in distress or going through difficult times  |
| Awareness of Safeguarding principles and practices  |
| An understanding of how adverse experiences and distress may affect people and the way they behave |
| The ability to work closely with people who are in distress or have gone through tough times |
| **Behaviours** |
| Passionate about tackling social injustice |
| Solution focused |
| Capable of challenging and willing to be challenged |
| Tenacious and energetic  |
| Showing integrity & honesty |
| Shares power with people they work alongside  |
| Relishes responsibility and independence |
| Is committed to self-development and learning, to improve understanding of behaviours and motivation for people who have experienced trauma |

Reviewed by May Read, COO, 04.09.19