

Easylet Worker (Shared Housing)

Role Profile			
Job Title	Easylet Worker	Grade (Office Use)	Lead Worker
Area	Plymouth	Team	Renting Support
Reports to (Job Title)	RSS Manager	Hours	37 pw
Location	Harwell Centre	Shift Pattern	Mostly office hours; but some evening and weekend work may be required.
CRB check required	Y – enhanced		

Role / team

Easylet is a professional rental management service run by Path in partnership with Plymouth Homes4Let (PH4L) and Plymouth City Council (PCC). Easylet aims to make letting easy for landlords whilst providing much needed accommodation for people in housing need.

Easylet is a scheme to identify and take on properties with a focus on standards; therefore whilst providing a service to local landlords (LLs), helping raise standards in the PRS in Plymouth and helping house people otherwise vulnerable to homelessness.

A specific, primary focus for this role is on securing and supporting shared housing for single people presenting as homeless. Houses taken on may go on to be managed by PH4L; but may instead be managed by their owners or other agents, where necessary.

This role works alongside and with the Families post.

1. Path Role

The role of Path, and therefore Path's workers, in Easylet includes the follow duties and tasks:

- Promote the scheme & liaise with LLs to source property, including responding to enquiries received by PCC
- Work with PCC Community Connections (CC) Team to ensure checking of properties, using the HHSRS standards and checking EPCs
- Respond to the needs of PCC re properties, specifically working to source relevant properties, as needed, primarily for single people in single or shared housing
- Provide advice to LLs re property standards and renting
- Liaise with landlords re work required and / or signing their properties up
- Work with PH4L / agents and CC to coordinate nominations for viewings, with basic checks on potential tenants, key info provided and degree of matching
- Contribute to property checks with established tenancies, primarily at 4 month period, producing relevant reports and sharing these with PH4L
- Work with existing LLs and PH4L to problem-solve with existing properties (where needed), such as by addressing rent / Housing benefit issues, ASB or other matters

2. Roles of others:

- PCC CC Team nominates potential tenants, and refers landlords
- PH4L manages tenancies and properties (rent, visits, reports etc)

Sequence for taking on properties:

1. Path sources properties
2. Path inspects properties
3. Path liaises with CC with regards accepted properties
4. CC nominates potential tenants
5. Path coordinates viewings, with PH4L (or other agent / landlord)
6. PH4L chooses and signs up tenants; CC's file passed to PRSS to arrange move-in date with PH4L
7. Move in takes place with PRSS worker and PH4L
8. Path completes 1 follow up visit, usually at around 4 months into the tenancy
9. PH4L manages tenancy
10. Path will contribute to any problem solving that may be required during the tenancy.

3. Accommodation for single people

Securing properties for single people will often mean finding and working with shared houses; but may mean utilising 1 or 2 bed units. Duties therefore include:

- Monitoring needs at any time
- Working with landlords over standards, any works and availability
- Work with partners to ensure that people and properties are matched and that move-ins are successful

4. General / other

- The nature of this scheme means that the role features a degree of development work, being responsive to the needs of partners, as well as landlords.
- Developing & maintaining Easylet literature, monitoring systems & referral procedures
- Recording and reporting on work done, including quarterly narrative and statistical reports
- Keeping up-to-date with relevant legislation and other developments
- Participation in team, staff and other meetings, as required
- Representing Path at relevant events and functions
- Other duties as required by line manager or Director
- Compliance with Path Worker Conditions.

Easylet scheme

This role will contribute to supporting and helping manage all existing Easylet properties (60+), which PH4L oversees day-to-day, as well as taking on additional properties.

Responsibilities

This role is graded as a lead worker role, leading on cases and taking a specific level of responsibility within their service and within Path. This role, and level, includes (some or all of) the following:

- Responsibility for responses to and prioritization of enquiries and cases
 - Formally deciding about priorities and capacity of service.
- Undertaking needs and risk assessments
 - Assessing the needs of clients (usually nominated by CC), prioritizing for viewings and offers of accommodation.
- Managing risk

- Managing types of risk including: property standards and safety; client safety; safety of others; interests of others; reputation of Path. NB All workers are expected to address safety of self.
- Complexity of client group / needs: housing options work
 - This role provides advice and info to landlords as much as tenants, with responsibilities to the client, landlords and the service.
- Case Coordinator
 - In terms of taking on properties, this role will be the case coordinator, the worker who leads on the case, on assessment, advice and recording, as well as liaising with relevant others.
- Anti-Social Hours
 - Work may be required outside office hours, such as before 8.00 or after 18.00, either regularly or as needed but with formal commitment to work flexibly.
- Supervising unpaid staff
 - There may at times be formal responsibility for supervising and taking responsibility of unpaid staff, inc supervision sessions, attendance and performance management etc.
- Maintaining specialist knowledge
 - The role requires workers to have and to actively maintain specialist knowledge in particular re housing law and safety.
- Responsibility for agreements
 - This role takes responsibility for entering into agreements, in particular, with landlords, for their properties to be managed through Easylet.
- Negotiating with managers in other services
 - Eg advocating for clients / LLs / the service; representing / negotiating over cases with managers / decision-making staff, in this case, including CC managers.
- Formally representing Path services
 - ie Doing this above being a Path staff member (at training, in meetings, as we would expect anyone to do), particularly in terms of contributing at higher level mtgs / events. This is about active participation and representation.
- Direct responsibilities for targets
 - Being directly accountable against targets and monitoring against them to adjust performance.

Easylet Worker: Person Specification

Path is looking for someone with a good understanding of housing and homelessness issues, particularly private rented.

Essential	Desirable
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Approachable • Motivational communicator • Demonstrable ability to engage, refer and collaborate effectively • Problem-solving, realistic approach <p><u>Housing and homelessness</u></p> <ul style="list-style-type: none"> • Ability to deliver advice re renting • Knowledge of setting up tenancies • Excellent understanding of private rented sector, culture and market • Knowledge of housing and homelessness legislation/guidance, including Housing Act 2004, HMO licensing, HHSRS (property standards), Deposits protection etc and related rights and responsibilities. • Ability to assess rent deposit claims <p><u>Work with landlords and tenants</u></p> <ul style="list-style-type: none"> • Ability to effectively provide housing and other information to a range of people • Ability to assess housing needs and identify relevant options • Ability to assess affordability • Ability to identify and manage risk • Positive attitude towards, and understanding of, relevant client groups • Understanding of and commitment to equal opportunities and diversity • Ability to provide case support and monitoring for tenancies <p><u>Office and communication</u></p> <ul style="list-style-type: none"> • Experience of liaising / communicating with other staff on professional basis, including being an active part of a busy team 	<ul style="list-style-type: none"> • Experience of housing people in PRS • Emergency First Aid for Appointed Persons • More developed IT skills, such as design and creation of literature • Knowledge of local services, referral systems, and local procedures • Experience of negotiating with private landlords • Experience of supporting clients to use savings scheme • Have a valid drivers' licence & use of a car

- Good written and verbal communication skills
- Good negotiation skills
- IT skills: ability to use databases + Microsoft Office (word processing, e-mail, spreadsheets) as minimum
- Ability to record, monitor and report on own work
- Experience of being line managed and / or demonstrable ability to work under formal supervision

General

- Ability to efficiently respond to need, handle a large caseload and work to tight deadlines
- Ability to work on own initiative
- Ability to manage your own time using flexible working
- Ability to travel, in some cases outside of the local authority area.
- 5 GCSEs level C and above; including Maths & English; or equivalent
- Ability to represent oneself and Path to the public
- Enthusiasm for this post and this area of work