

Admin Worker (Resettlement)

Role Profile			
Job Title	Administrative Worker (Resettlement)	Grade (Office Use)	AW
Area	Plymouth-based	Team	Resettlement
Reports to (Job Title)	Resettlement Manager	Hours	37 pw
Location	Harwell Centre and working from home	Shift Pattern	Office hours
CRB check required	Y – enhanced		
<p>This role is carry out administrative functions for the Resettlement (temporary housing) service.</p> <p>Resettlement</p> <p>Path’s Resettlement Scheme exists to provide additional, flexible accommodation to single homeless people. It is an option for people not yet ready to move into their own accommodation and who mostly have low levels of support needs. This role is part of the housing management team running the Scheme.</p> <p>This Scheme provides temporary accommodation:</p> <ul style="list-style-type: none"> • For people presenting as single homeless in Plymouth • As an alternative to the hostels • Using support provided by other (often the referring) service/s • With visits to each property at least once each week 			

Role

The Resettlement Admin Worker (AW) is an ‘office-based’ role with a few main elements:

- Processing referrals within the team
- Updating database and spreadsheets to record information about houses, rooms, residents, licenses, correspondence, Finances etc
- Producing and processing correspondence with residents
- Supporting communication within the team and with others
- Supporting with submitting and monitoring Deposit Guarantee referrals
- Supporting the Manager to provide reports on the above and more.
- Being the main contact or link with the Finance team in submitting information regarding sign ups, move outs, rent and Housing Benefit.

Specific Duties / Responsibilities

1. Referrals and allocations

- The AW receives referrals and record and process all relevant information
- The AW will support in allocating referrals within the team, according to capacity

2. Client support records

- Overseeing client spreadsheet(s), giving overview of clients who teams are supporting
- Updating information on client database for all Resettlement residents and property management
- Overseeing use of DocuSign for license sign ups and any correspondence.
- Process and issue warning letters, as requested by Housing workers
- Applying for birth certificates and other ID, when needed, providing them to the Finance and Admin Worker
- Maintaining IHM contracts and records – license agreements, addendums
- Archiving old records

3. Correspondence

- Using mail merge to distribute messages to all residents
- Leading on correspondence with residents, in response to issues or other Resettlement staff, producing and responding to written communications
- Taking messages for the team from clients and professionals
- Therefore corresponding on issues from standard procedures to reminders and warnings
- Logging correspondence on the client database

4. Asset Support

Maintaining and updating / ensuring appropriate records for houses we own/lease, inc:

- Book any external contractors as needed and inform Asset Worker and Housing Workers regarding dates for jobs.
- Negotiate with contractors to get the best deals.
- Contact new contractors and companies that will be suitable and useful for property management building a good relationship with them.
- Send out new contractor forms, creating new folder for each company and updating property management spreadsheets.

5. Additional tasks

- Overseeing bedding packs for Resettlement (ordering and organising items, making packs up etc)
- Ordering and procuring supplies for the various houses
- Liaising with agencies for food parcels for clients
- Being a contact person for the team, when needed
- Recording minutes at the weekly team meeting
- Supporting team with admin tasks relating to properties
- When relevant, developing systems for and carrying out filing of information
- Carrying out service monitoring and in collation / entry of other monitoring information, particularly through the database, with production of reporting information, inc. quarterly and annual service stats (and more); and running queries and reports for manager

6. General / other

- Utilising, developing and maintaining recording and monitoring systems, inc: maintaining records on Path database; submitting regular info / reports
- Building relationships, and ongoing liaison, with relevant agencies, including developing and maintaining referral procedures (taking and making referrals).
- Participation in staff and other meetings, as required
- Other duties as required by line manager or Chief Executive
- Compliance with Path Worker Conditions

Path/Dec21/Feb2024/Sept/2024

Admin Worker (Resettlement): Person Specification

Path is looking for someone with excellent administrative and organisational skills, plus a positive attitude toward housing issues and working with vulnerable people.

Skill / experience (to address and evidence)	Office use
<p>Essential</p> <ul style="list-style-type: none"> • Ability to deal effectively and positively with inquiries (public & professionals) in person and via phone etc • Confident liaising directly with clients • General organisational and clerical skills, inc. ability to type / word process; and ability to work within office systems • Broader p.c. skills, inc use of databases and spreadsheets for recording and for producing reports, including Microsoft Office • Experience of developing and utilising formal office procedures and systems • Experience of directly contributing to formal reports • Experience of liaising / communicating with other staff on professional basis • At least basic understanding of Data Protection • Experience of making payments and keeping relevant records • Ability to work under line management • Ability to work on your own initiative and support others • Commitment to Equal Opportunities and anti-discriminatory working practice Flexibility • Proven good literacy and communication skills • Enthusiasm for this post and this area of work • Ability to record, monitor and report on own work • 5 GCSEs level C and above; or equivalent 	
<p>Desirable</p> <ul style="list-style-type: none"> <input type="checkbox"/> Experience of complying with Data Protection legislation <input type="checkbox"/> Formal IT qualification 	