

Housing Standards Worker

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

Role

This role is funded as part of Plymouth’s Changing Futures scheme, funded to improve, bring together and ultimately transform services for local people experiencing multiple disadvantage.

<https://www.gov.uk/government/collections/changing-futures>

The focus of the Housing Standards Worker is accommodation, ultimately, working to support, improve and increase the quality and quantity of accommodation provided to people using services, those people potentially more marginalised and likely to use temporary accommodation and / or housing at the lower end, price-wise, of the market. Such accommodation should not, however, be poor quality or badly managed; and this role will work with others to help ensure that.

Further, Plymouth aims to support accommodation providers to ensure that their accommodation provision is trauma-informed and sensitive in terms of responding to and preventing domestic abuse.

1. Role summary

This role is about working with providers of accommodation to ensure and improve quality and increase access. It therefore involves:

- Assessing and accrediting temporary accommodation
- Working with landlords to increase access for Alliance / City clients and ensure quality
- Carrying out consultations with providers and users of accommodation to understand and improve standards and outcomes
- Promoting understanding of, and learning from, trauma and domestic abuse informed approaches.

2. Assessing and accrediting temporary accommodation

Plymouth has many providers of temporary accommodation. The Alliance has understanding and influence over its members and sub-contractors but works with many others, too. An accreditation scheme has been developed which this role will both develop and implement:

- Linking with the A2A Management Group and weekly meetings to identify and link with relevant accommodation providers
- Using the established format to carry out checks and assessments, aiming to accredit services
- Therefore working with Community Connections and others to check on properties and landlords

3. Working with landlords to increase access for Alliance / City clients and ensure quality

Working with relevant services to link with landlords and agents to promote:

- good quality accommodation
- good practice in housing management
- understanding of, communication with and positive relationships with relevant Alliance services
- acceptance of Alliance clients
- membership of, and accreditation by, SWLA

4. Carrying out consultations with providers and users of accommodation to understand and improve outcomes

- Linking in with local Appreciative Enquiry (AE) work to contribute to and learn from AE sessions as relevant to this role
- Working with the Private Rented Access Service to consult landlords and agents to promote and enhance mutual understanding and partnership

5. Trauma and domestic abuse informed approaches

- Take good practice from and share learning about trauma informed approaches - [Trauma Informed Practice | PLYMOUTH.GOV.UK](#)
- Take good practice from and share learning about DAHA: [Domestic Abuse Housing Alliance DAHA — Standing Together](#)

6. Relevant services / groups:

- PCC Community Connections
- Path Private Rented Access Service and Easylet
- A2A Management Team and group
- Plymouth Alliance Accommodation Group

7. General / other

- Using developing & maintaining the Alliance accreditation scheme
- Developing & maintaining quality assurance and good practice information
- 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
- Other duties as required by line manager or Director
- Compliance with Path Worker Conditions.

Housing Standards Worker: Person Specification

Path is looking for someone with a good understanding of housing and homelessness issues and good practice, with the ability to share and promote that.

| Essential | Desirable |
|--|--|
| <p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Approachable • Motivational communicator • Demonstrable ability to engage and collaborate effectively • Problem-solving, realistic approach <p><u>Housing and homelessness</u></p> <ul style="list-style-type: none"> • Ability to assess housing standards • Understanding of private rented sector, culture and market • Basic knowledge of housing and homelessness legislation/guidance. <p><u>Work with landlords and tenants</u></p> <ul style="list-style-type: none"> • Ability to learn about and understand legislation and good practice within housing • Ability to provide information and advice to landlords and agents on housing matters • Understanding of priorities and needs of landlords and agents • Understanding of and commitment to equal opportunities and diversity <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 • 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 | <ul style="list-style-type: none"> • Experience in provision of housing • Knowledge of the Housing Health and Safety Rating System • Knowledge of housing and homelessness legislation/guidance, including Housing Act 2004, HMO licensing, HHSRS (property standards), Deposits protection etc and related rights and responsibilities. • 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 working with private landlords • Have a valid drivers' licence & use of a car |

- Experience of being line managed and / or demonstrable ability to work under formal supervision

General

- 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