

Private Rented Access Worker

| Role Profile | | | |
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| Job Title | Private Rented Access Worker | Grade | Client Worker |
| Area | Plymouth | Team | Renting Support |
| Reports to (Job Title) | Private Rented Access Manager | Hours | 30 pw |
| Location | Harwell Centre / from home / as required | Shift Pattern | Mostly office hours; but evening and weekend work may be required. |
| CRB check required | Y – enhanced | | |
| <p><u>Role / team</u></p> <p>Private Rented Access workers are part of Path’s Private Renting Access Service (PRAS), which aims to set up and support sustainable PRS tenancies.</p> <p>This service therefore provides support to clients to gain access to private rented accommodation, including through giving deposit guarantees to private landlords for single people, couples and families, as relevant.</p> <p>Each PRAS worker role, therefore, includes taking referrals, assessing and supporting clients to set up and maintain tenancies; and also assessing claims made against the deposit guarantee.</p> | | | |

Duties
1. Pre-tenancy (clients’ needs, options and support)

- In person, over the phone and as required, providing housing-related information and support, including regarding use of private rented sector
- Responding to referrals; meeting clients and assessing and identifying their needs and options, benefits entitlements etc, inc advising about PRS tenancies and other solutions, including lodgings.
- Following up assessments, providing information and potentially support to secure accommodation
- Looking at financial needs and options of clients for setting up tenancies, including affordability assessment, tenancy deposit savings, applying to benevolent funds and other sources of money for clients
- Working with clients and landlords to set up appropriate, sustainable tenancies, including visits to properties and checking inventories, as below
- Referring onto other services / agencies, where appropriate, including other Path services, to ensure joined up support
- Thereby to advise and support people referred to the service to understand and maximise their housing options, whether by providing advice or directly helping them to secure and set up a tenancy

2. Pre-tenancy (properties, engaging with landlords)

- Full inventory/checking of inventories and schedules of condition, where relevant

- Where relevant, checking properties have essential safety and legal requirements in place and are free from hazards (using the Housing Health and Safety Rating System)
- Liaising with housing enforcement teams where required
- Linking with new landlords and agents; sending them information on the service; promoting accreditation and membership of professional bodies

3. Tenancy sustainment

- Supporting clients to systematically save towards deposits
- Formal monitoring progress of individual tenancies and providing support to tenants and landlords (e.g. re rent payments)
- Tenancy interventions: when problems occur taking a proactive approach to resolving issues, including setting up 3 way meetings, home visits, mediation and tenancy related problem solving.
- Where relevant, arranging or providing follow-on support for clients and / or their landlords. I.e. This may include limited support (re benefits, advice, practical issues to maintain tenancies); and / or referring to tenancy / floating support services.
- Leading on providing, recording, reviewing and reporting on service provision and claims, inc regular, formal monitoring progress of referrals, tenancies and claims

4. Landlord liaison

- Liaising with landlords over available properties
- Advising landlords over renting, especially in relation to the role of this service
- Working with colleagues to collate and disseminate weekly bulletins within Path and to partners of available rooms and properties

5. General

- Participation in team, staff and other meetings, as required
- Recording and reporting on work done
- Keeping up-to-date with relevant legislation and other developments
- Developing & maintaining PRAS literature, monitoring systems & referral procedures
- Covering for other workers, when needed
- Representing Path at Private Rented Sector events and functions
- Other duties as required by line manager or Director
- Compliance with Path Worker Conditions.

Targets

Each full-time PRAS Worker is expected to:

- Provide at least 100 housing advice and assessment sessions each year
- Monitor and support between 60 and 100 tenancies at any time

Responsibilities

This role is graded as a client 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:

- Undertaking needs and risk assessments
Formally assessing the needs of clients, deciding and managing our response, including assessing risk.
- Managing risk
Managing types of risk including: financial (DGs), client safety; safety of others; interests of others; reputation of Path. NB All workers are expected to address safety of self.

- Case Coordinator

For some clients, this role will be the case coordinator, the worker who leads on the case, on advice, support and recording, as well as liaising with relevant others.

For others, there will be separate support, which should act in the capacity.

- Anti-Social Hours

Work may be required outside office hours, such as before 8.00 or after 18.00 or at weekends, either regularly or as needed but with formal commitment to work flexibly.

- Maintaining specialist knowledge

The role requires workers to have and to actively maintain specialist knowledge in particular re housing law; also, more general knowledge re MH, drugs, alcohol, offending / CJ system and safeguarding.

- 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.

PRA Worker: Person Specification

Path is looking for someone with a good understanding of housing and homelessness issues, experience of and skills in assessing people's needs, plus a positive attitude toward working with homeless people. Experience of running a deposit guarantee scheme is desirable.

| Essential | Desirable |
|--|---|
| <p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Approachable • Non-Judgemental • 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 housing advice • Knowledge of setting up tenancies • Understanding of welfare benefits, HB, appeals and backdating, localism, inc proposed reforms (Universal Credit etc.) • Excellent understanding of private rented sector, culture and market • Ability to assess rent deposit claims, inc maintaining systems for monitoring these <p><u>Client work</u></p> <ul style="list-style-type: none"> • Ability to assess independent living skills; identify housing options; problem-solve; prevent homelessness • Ability to create sustainable budgeting plans (including understanding of money advice, debts and priority debts) • Ability to identify and manage risk • Understanding of and commitment to equal opportunities and diversity • Ability to provide case support and monitoring for clients / 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"> • Knowledge of housing and homelessness legislation/guidance, including Homelessness Reduction Act 2017, 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 writing / contributing to formal reports • Experience of negotiating with private landlords • Understanding of Housing Health and Safety Rating System • Have a valid drivers' license & 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
- 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 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