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## JOB DESCRIPTION

<b>Job Title:</b>	<b>Housing Services Director</b>
<b>Responsible to:</b>	<b>Directly:</b> Chief Executive
<b>Responsible for:</b>	<b>Directly:</b> Housing Manager, Maintenance Co-ordinator <b>Indirectly:</b> All other members of the Housing Services Department

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### Job Purpose

1. To deliver effective leadership and management of the Housing Services Department, ensuring that services and facilities are:
  - i. strategically relevant,
  - ii. safe for service users, staff and the wider community
  - iii. sustainable and cost effective
  - iv. recognised as being of a high quality
  - v. responsive to service users' needs and reasonable aspirations.
  - vi. well-maintained and developed
  - vii. attain the standards set by the Regulator for Social Housing (RSH)
2. To ensure that the values embodied in the Christian ethos and Charitable Aims and Purposes of the YMCA are reflected in the day to day life of the association.
3. As a key member of the senior management team the postholder will be expected to work co-operatively with colleagues to proactively contribute to the strategic development of the department and the association.

### Key Tasks and Responsibilities

1. Oversee the management of the housing services department, ensuring that high-quality housing services (management, support and maintenance) are delivered to service users within budget, and in line with the association's policies and procedures.
2. The active oversight of safeguarding cases in the department, ensuring that the service remains safe, and that issues are recorded and dealt with in an appropriate way.
3. Shape and manage the delivery of the association's maintenance service, in conjunction with Maintenance Co-ordinator.
4. Liaise with the RSH to ensure that all regulatory requirements relating to housing services are met and reported promptly.
5. Support the housing manager and maintenance co-ordinator in the recruitment, appointment, supervision, development and (where necessary) disciplining of staff.

6. Ensure appropriate ongoing management of staff, including :-
  - i. Motivating and supporting team members through the setting of clear targets and objectives
  - ii. The proper recording, management and processing of safeguarding cases
  - iii. Carrying out appraisals and supervisions
  - iv. Ensuring that team members are fully integrated into the work of YMCA
7. Attend board meetings as requested by trustees, and ensure that trustees are aware of developments within the sector and strategic options that they should consider.
8. Prepare and present reports as required ensuring that trustees are kept fully informed of current operational performance.
9. Form partnerships and constructive working relationships with stakeholders in order to build YMCA CW's reputation as a provider of quality services.
10. Contribute actively to the evaluation and development of new projects, service proposals and activities, ensuring that the resource implications and other risk factors are fully assessed.
11. Ensure that complaints from service users are responded to promptly and effectively in accordance with the association's complaints policy.
12. Establish, implement and monitor targets and standards for high quality service delivery in accordance with policy and procedures, legislative and funding requirements. Agree and monitor a range of performance indicators covering, but not limited to, the following areas:
  - i. Income and expenditure
  - ii. Allocations in accordance with the association's objectives
  - iii. Supporting People – Quality Assessment Framework (where/if applicable)
  - iv. Consultation (service user / external agencies) & partnerships
  - v. Complaint levels
  - vi. Monitoring incidents – Health & Safety/safeguarding
  - vii. Void levels
  - viii. Rent collection levels
  - ix. Repair reporting levels
  - x. Repairs completion levels
13. Monitor budgetary and performance information together with statistical information required both internally and externally, ensuring submissions meet required deadlines.
14. Develop constructive relationships with Supporting People, HMO Licensing, Housing Strategy, Homelessness and any other relevant teams within the local authority and other partners in order to ensure that the service and accommodation provided to service users continues to be relevant to local needs.
15. Identify areas where the association is able to make a contribution towards improving and extending the services offered, including securing the necessary funding.

16. Manage all budgets under the postholder's control in accordance with the association's financial controls, ensuring a balanced budget.
17. Work co-operatively with the Chief Executive and other colleagues on the SMT to ensure the setting and achievement of relevant strategic objectives for the association across the whole range of services
18. To take part in the on-call system which operates an out of office hour's emergency system.
19. To represent the association at external meetings locally, regionally and nationally as appropriate.
20. To deputise for the Chief Executive as requested.
21. To undertake any other reasonable duties commensurate with the post which the Chief Executive may identify.

#### **General Obligations**

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To carry out the management responsibilities in a way which constitutes good management practice, identifying training and development needs of staff.
3. To adhere to the YMCA's Health & Safety, Equal Opportunities, Safeguarding, and other policies, and to contribute as required to their review and development.
4. To promote the activities of the YMCA in a positive way to all staff, residents, other organisations and the general public.
5. To develop good working relationships within the senior management team across the association.
6. To support, promote and act as an ambassador for the Christian aims & purposes of YMCA
7. To ensure full compliance with the association's safeguarding standards. Ensuring that all housing services operate within the procedures for the relevant Local Safeguarding Board and the association's own policies and procedures.

**PERSON SPECIFICATION – Housing Services Director**

	<b>JOB CRITERIA</b>	<b>Essential</b>	<b>Desirable</b>
	<b>Skills</b>		
	Good written / oral communication skills	✓	
	A willingness to support the Christian aims & purposes of the YMCA and prepared to promote them internally and externally	✓	
	Ability to think strategically	✓	
	Ability to work in partnership with a range of statutory & voluntary sector partners	✓	
	Self-motivation & ability to work under pressure	✓	
	Ability to empathise with staff and residents' needs, concerns and aspirations	✓	
	Ability to make difficult decisions under pressure in the best interests of the Association and the long-term interests of the service user	✓	
	Ability to present information confidently to a range of audiences		✓
	<b>Knowledge</b>		
	Knowledge of the supported housing sector and the Supporting People initiative specifically	✓	
	Knowledge of the HMO Licensing requirements and other statutory requirements relating to the provision of supported accommodation	✓	
	Knowledge of the supported housing and Housing Association sectors, including the regulatory requirements of the RSH.	✓	
	Demonstrable commitment to equality of opportunity in the provision of housing services	✓	
	<b>Experience</b>		
	A minimum of 5 years' experience of working within the Supported Housing Sector	✓	
	Experience of working with young people in a housing context, ideally in a YMCA setting		✓
	Experience of monitoring and managing organisational performance through KPIs, in line with RSH regulatory requirements.	✓	

	Experience of working with vulnerable, homeless people with multiple support needs		✓
	Experience of managing people in a highly-pressurised environment	✓	
	Experience of managing a dispersed team		✓
	Experience of managing and accounting for budgets	✓	
	Experience of operating a senior level in a multi-disciplinary team		✓
	<b>Qualifications</b>		
	A good general level of education, ideally with a relevant qualification in social care or housing	✓	
	Membership of the Chartered Institute of Housing		✓
	Full UK/EU driving licence	✓	

Signed ..... Dated .....

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