



# Homes For Good (Scotland) CIC

<b>Salary:</b>	£22k-£24k dependent on experience + pension & 30 days holiday per year
<b>Status:</b>	Full time, permanent, subject to 3 month probationary period
<b>Reporting to:</b>	Head of Lettings & Tenancy Support
<b>Location:</b>	Homes for Good, Bridgeton, G40 with some home working. Travel within Greater Glasgow & West of Scotland.

## Application Process

Please submit your most recent CV, with contact details for two referees, and a covering letter outlining why you think you are the right person for the job to [joinus@homesforgood.org.uk](mailto:joinus@homesforgood.org.uk) by no later than 13<sup>th</sup> September 2021.

Thank you for your interest in joining the Homes for Good team.

## Tenancy Support Officer

We are looking for an experienced and highly motivated, self driven & dynamic person to join our team. As the primary point of contact for your tenants, you will work with them to make sure they sustain their tenancies, manage their incomes and reach their full potential. You will achieve this by providing innovative person centred support & excellent customer service to your tenants through regular communication over the phone, by video call and in person.

You will also be responsible for ensuring that your tenants homes remain compliant with private rented sector legislation and that essential maintenance is carried out.

## Skills & Experience Required

- Educated to graduate level or equivalent in a relevant subject (eg. social work, mental health, psychology or housing)
- A minimum of two years' experience in a support role
- A willingness to work toward PRS letting agency qualifications
- Hold a full UK driving licence with access to a vehicle for work purposes
- Excellent interpersonal, negotiation and communication skills, both verbally & in writing
- Clear thinker, effective problem solver and effective decision maker
- Ability to work in a busy & changing environment
- Ability to identify the priorities your workload dependent on the need of your tenants & embrace change at short notice to meet the needs of your tenants
- Proven knowledge of the welfare system, financial inclusion & mental health awareness
- Proven track record of achieving individual objectives and contributing to overall team performance
- Proven commitment to providing high quality customer centred services
- Experience communicating with people with complex needs who may have experienced trauma with a proven ability to maintain a non-judgemental attitude
- Demonstrable ability to remain calm in complex scenarios & build positive relationships with our tenants using proactive listening skills
- Numerate & IT literate with a good knowledge of Microsoft Office suite
- Great analytical
- Willingness to go the extra mile, and to always do the right thing
- An understanding of the private rented housing sector

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## Our Values

Home is the foundation of all of our lives, and we recognise the importance of a safe and secure home, and our responsibilities for the properties we manage. Our values underpin everything we do, and our day to day behaviours, as a team and as individuals, reflect these. They are:

- Kindness:** We always treat people well & without judgement.
- Friendly:** We are approachable, and easily accessible to our customers.
- Integrity & Fairness:** We always strive to do the right thing.
- Quality:** Our services are of a high quality which we maintain consistently.
- Expertise:** We have excellent expertise in property management.

## About Us

**Homes for Good is Scotland's first social enterprise letting agency, now forming part of a dynamic social business group. Established in 2013, with offices in Bridgeton, we manage and own over 500 properties within the Greater Glasgow area.**

Our focus is on leading by example in the private rented sector, creating safe happy homes for tenants and sounds investments for landlords. Working across Glasgow and beyond, our relationships and customer care standards with tenants and landlords alike set us apart from the rest of the industry. We specialise in working with tenants in social housing need, and our additional services such as energy efficiency advice, financial health, interior design and employability make Homes for Good unique within the private rented sector. We work with third sector partners to maximise our charity and social enterprise supply chain, ensuring that our profits are reinvested in changing people's lives.

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## Key Responsibilities

- Responsible for ensuring consistent levels of 2 way communication with your tenants
- Lead on working in partnership with the rest of the HFG team, partner agencies & contractors to provide innovative solutions that help your tenants manage their tenancies
- Work with your tenants to assess income parameters, income maximisation, advocacy, applications for welfare funds and debt management. This also includes collating evidence and attending appeal hearings in person and via telephone
- Help your tenants to improve personal life skills in household management ensuring your tenants sustain a healthy home environment
- Use mental health first aid and rudimentary counselling tools to respond to your tenants when they experience crisis, as well as to help recognise triggers and associated cognitive patterns
- Use Befriending in a social context to reduce social isolation and increase the independence of your tenants
- Undertake tenant catch-ups, including assessing condition of property & documenting through our internal systems
- Ensuring accurate tenancy paperwork
- Support potential tenants in the initial stages of looking for a home, including enquiries, viewings and application management
- Encouraging participation in our Tenancy Events programmes
- Act as introducer & representative with primary, secondary & third sector services through community networks & health partnerships