



**Lincolnshire YMCA LTD
Job Description**

INCOME OFFICER

Job Title: Housing Officer (Income)

Salary and Hours: £22,000-£23,500 per year depending on qualifications and experience; flexible hours to suit business needs and people we support

Reports to: Housing Support Manager

Location: YMCA Hostel, St Rumbolds Street (with attendance at all YMCA Housing sites)

Job purpose

To ensure the Association maximises its income through the effective collection of rent, service charges and other income owed to it by residents, working supportively and proactively with the aim of sustaining licence agreements.

Main duties:

The post holder's main duties will include:

Arrears prevention

- To provide an excellent customer focussed service for all YMCA residents ensuring that they are aware of their responsibility to pay their rent on time and regularly, and to advise on preventative action to be taken to stop them falling into arrears.
- To keep up to date on welfare benefit entitlements, particularly housing related benefits and all changes due to Welfare Reform.
- To advise residents on welfare benefits – to offer advice and encourage debt counselling and refer tenants to specialist advice. To complete claim forms on behalf of tenants and verify claims on behalf of the Local Authority.
- To keep up to date with best practice on arrears prevention, putting forward ideas and suggestions for service improvements.
- To attend liaison meetings with Local Authorities and other external agencies as required.
- To arrange for the production and distribution of regular rent statements to residents and advise residents on these accordingly.
- To participate in any Benefits take up campaigns or surgeries as required.

Income collection

- To be responsible for the collection of rental income and other housing related debts.
- To provide advice and assistance to all residents who have rent arrears by visiting them on a regular basis and maximising personal contact.
- To liaise with the relevant Benefits sections in local authorities regarding the processing and progress of individual housing benefits claims, liaise regularly with the Benefits Officer

about chasing the progress of housing benefit applications and overpayments where appropriate.

- In accordance with the YMCA's policy to monitor rent accounts and implement the YMCA's rent arrears control procedures ensuring that residents are notified of any arrears at the earliest opportunity.
- To carry out regular visits in connection with income recovery or arrears prevention and to serve notices, as a last resort as and when required.
- To prepare all paperwork for the service of notices.
- To ensure the computer system is updated with details of individual rent arrears actions and advise on the improvement of such systems on a regular basis.
- To keep full and detailed records of all actions taken and all contact with residents.
- To provide a regular monthly report on rent arrears to the Housing Director.
- To implement the YMCA's former tenant arrears policy and procedure including action in the Small Claims Court and use of tracing and debt collection agencies.
- To liaise with the Finance Department in order to rectify errors, trace missing payments etc.
- To have input into the arrears policy and its implementation.
- To liaise with the wider housing team to ensure that vulnerable tenants are supported either through internal services or external agencies.
- To maintain up to date details of outstanding housing benefit claims and any associated problems arising out of these claims.

Bursary scheme

- To administer the YMCA bursary scheme, taking applications for consideration, making decisions about applications
- Implementing, monitoring and reviewing the scheme
- Providing regular reports to the Executive Team in relation to the scheme

General

- To deliver the service in line with regulatory standards and good practice, including the Income Management Charter devised by the CIH.
- To work in partnership with the wider team, being flexible over tasks and responsibilities to ensure the best customer service to residents.
- To investigate and respond to all complaints and informal comments about service delivery.

- To work closely with other sections, Nomad, Maintenance, and Finance to provide an efficient and high quality service to tenants
- To contribute to the development of YMCA’s strategies and policies through positive participation in working groups and other corporate activities.
- A flexible approach to working hours will be required in order to meet the needs of residents. This will involve some evening and occasional week-end work.
- Proactively suggesting ways to improve service delivery and work with others to amend policies and procedures to enhance the service.

Other:

- To develop an awareness of local and national developments and best practice in this area of work, and to attend relevant conferences, meetings and training events as required
- To ensure that all work is undertaken in accordance with the aims and values of the YMCA and in accordance with relevant policies
- To work flexibly and positively with the various agencies involved
- To undertake any other relevant duties as required from time to time by the Managers, Board Staff and Volunteers
- Uphold professional standards and take a proactive approach to the process of monthly supervisions.

Role dimensions:

- Hours of work – 37.5 hours a week, worked flexibly to meet resident needs between 8 am to 7 pm with some occasional evening and weekend working.
- Supervisory responsibilities – None
- Budget – None

PERSON SPECIFICATION – HOUIING OFFICER (INCOME)

The Person Specification states the minimum knowledge, skills and experience required to carry out the job and is used for both shortlisting candidates for interview and to identify the areas to explore in an interview.

E = Essential criteria; D = Desirable criteria

		Essential Criteria
1	<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience within a customer service environment working for a Housing Association or other public service organisation, in a capacity which involved face-to-face interaction with customers. • Proven experience in welfare benefits and knowledge of entitlement criteria for all benefits. 	<p>E</p> <p>D</p> <p>E</p>

<p>4</p>	<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Customer focused • Flexible • Enthusiastic • Motivated • Team player • Empathetic • Patient • Positive • Solution focused • Assertive 	<p>E E E E E E E E E E</p>
<p>5</p>	<p>Other:</p> <ul style="list-style-type: none"> • An understanding of and commitment to the YMCA's Equality and Diversity and Health and Safety policies • A flexible approach to working outside core hours including some occasional evening and weekend working. 	<p>E E</p>

