



Spring | Housing Association

Housing Coordinator – Ukraine Resettlement Service

Applicant Information Pack

Full Time Position – One Year Fixed Term

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment.

Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required, together with evidence of your current right to work in the UK.

At Spring Housing, we are committed to diversity and inclusion, and positively welcome applications from everyone.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness
- To assist people on a journey away from housing need towards a future of stability, happiness, and independence

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to care leavers, people who are homeless or at risk of homelessness and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ over 100 staff and operate throughout Birmingham, Black Country, Coventry, Herefordshire, Solihull Staffordshire and Warwickshire.

We provide *exempt* accommodation housing and support solutions across 23 geographical regions and work with various local authorities.

We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day-to-day basis.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- “Staff are really friendly, happy people and very helpful.”
- “The team members are nice and supportive. My Team Leader is very willing to support me and very understanding”
- “The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom.”
- “The Company cares about its employees and my manager is very helpful and understanding”

MIS paperwork training new starters induction
within approach people Everyone team services support
manager working supportive Spring colleagues great organisation
friendly

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings, and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ RISE – 24/7 Health and Well Being Helpline
- ✓ A commitment to staff training and development.

Feedback from New Staff Members Induction Survey May 2022

Thank you from Dominic Bradley

Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director



Job Advert:

*****Exciting Opportunity *****

We are looking for a Housing Coordinator – Ukraine Resettlement Service

We are developing a dynamic new team to support Ukrainian Refugees to settle in the UK and to provide for the effective and efficient resettlement of Ukrainians arriving under the Homes for Ukraine Scheme in the wider context of delivering Birmingham City Councils vision and its commitment to being a City of Sanctuary.

We are looking for a Housing Coordinator (37.5 hours per week) to work with local statutory and voluntary organisations to provide housing options for Ukrainian refugees to improve housing and integration outcomes to increase refugees' self-sufficiency within Birmingham and Solihull.

Focusing on the identified needs of refugee you will ensure high quality accommodation is available to meet the needs of Ukrainian refugees through networking with a range of housing providers across Birmingham and Solihull to identify and secure appropriate accommodation for refugees entering the UK and/or already in the UK but require different accommodation based on personal circumstances. You will ensure housing provided meets legislative and regulatory requirements, where applicable in line with the Charter of Rights and BVSC Quality Standards.

Our ideal candidate will have experience of working with refugees and/or vulnerable adults and will have a good understanding of the housing sector. You will have working knowledge of the welfare benefits system, tenancy agreements, and support sectors and housing options processes for Birmingham and Solihull. This post requires you to have excellent organisation skills and the ability to demonstrate customer outcomes. In addition, you will have excellent written and verbal communication skills and the ability to manage and prioritise your workload accordingly. In particular, you will need:

- ✓ At least two years' experience of working with refugees
 - ✓ Knowledge of welfare, housing, and tenancy processes
 - ✓ Effective interpersonal skills
 - ✓ Ability to work with customers with a range of different needs
 - ✓ Experience of managing complex and difficult situations in relation to vulnerable groups
 - ✓ Ability to effectively liaise with a range of service providers or agencies to establish or improve services for customers
 - ✓ An understanding of delivering high quality customer focused customer led services
 - ✓ Ability to be flexible with your working hours to meet the needs of customers where appropriate
 - ✓ NVQ level 3 qualification in Housing or Health and Social Care is desirable
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- Driving licence and access to a vehicle required
 - DBS check required
 - One year fixed term contract

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview, you will also need to complete an application form. For further information please refer to our Applicant Information Pack – www.springhousingassociation.org.uk/recruitment

Interviews:

Spring are conducting interviews both face to face and online using Microsoft Teams

If you are invited to interview, you will be provided with full details on how to access the online interview. If you do not have access to IT, please email recruitment@springhousing.org.uk so that we support you, where possible.

For further information please visit the link provided below:

MS Teams: <https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

Job Type: Housing Coordinator – Ukraine Resettlement Service

Salary: Upto £28,000

One-year fixed term

JOB DESCRIPTION AND PERSON SPECIFICATION

Section 1 - Role

Post:	Housing Coordinator
Reporting to:	Director of Support Services and New Business
Directive:	Refugee Services
Grade/Salary:	Upto £28,000
Car user:	0.40p per mile

Section 2 - Key Tasks and Responsibilities

To work with local statutory and voluntary organisations to provide housing options for Ukrainian refugees to improve housing and integration outcomes to increase refugees' self-sufficiency within Birmingham. To obtain and secure quality accommodation to meet the needs of Ukrainian refugees through networking with a range of housing providers across Birmingham and Solihull to identify and secure appropriate accommodation for refugees entering the UK and/or already in the UK but require different accommodation based on personal circumstances.

Section 3 – Duties

1. To identify, secure and inspect appropriate housing for Ukrainian refugees in line with personal needs and housing legislation
2. Work in partnership with social landlords, private sector, estate agents and other housing providers to identify and secure safe, affordable accommodation across Birmingham and Solihull
3. Work as part of a team to support to assist refugees to obtain, maintain and retain safe, stable and secure housing – assisting with understanding and signing of tenancy agreement, welfare benefit advice, rent/service charge support, repairs monitoring, ASB, health & Safety and housing management
4. Maintain a housing availability/access register to meet immediate, short term and long-term housing needs
5. Management of a Customer Support Fund for Birmingham and Solihull applicants
6. Coordination of house moves including sign ups and support to identify suitable furnishings
7. To provide a framework and pathway to respond to emergency housing requirements
8. Analysis of service delivery and data to determine strategies to continually improve service and to remove barriers to aid outcome achievement.
9. Build partnerships locally and regionally to respond to the specific needs of refugees accommodation
10. Ensure all relevant documents, records, and databases are regularly kept up to date and that outcomes are recorded and monitored.
11. Work with the senior management to collect and analyse data relating to the service.

12. Undertake other duties in general housing management as instructed by the senior management team and within the post holder's experience and expertise.
13. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
14. Take responsibility for safeguarding and health and wellbeing concerns for customers and staff.
15. Ensure that Safeguarding and Health and Safety Policies and procedures are adhered to and report serious concerns to Senior Management.
16. To carry out administrative and other functions. Duties will include:
 - a. General office duties
 - b. Arrange and participate in internal and external training schemes as appropriate.
 - c. Any other duties that may be required within the post holder's capability or as temporary cover during staff leave or sickness

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> ▪ Good standard of education (Maths and English GCSE or equivalent grade A-C) or equivalent ▪ CIH Recognised qualification ▪ NVQ level 3 (or above) in Health and Social Care 	<p>Y</p> <p>Y</p>	 <p>Y</p>
Experience Of: <ul style="list-style-type: none"> ▪ Securing accommodation for vulnerable adults with landlords, RSLs and estate agents etc ▪ Experience of forming and maintaining strategic partnerships ▪ Two years' experience of working with refugees and/or people at risk of homelessness ▪ working to deadlines, meeting targets and evidencing outcomes ▪ partnership working to improve outcomes for customers ▪ working with people from different cultural backgrounds ▪ working with people with limited English ▪ working within policies, procedure frameworks 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	 <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Knowledge and understanding of: <ul style="list-style-type: none"> ▪ Housing process for vulnerable people and housing management ▪ the Welfare Benefit system including Universal Credit ▪ the challenges faced by refugees ▪ local support services and resources ▪ safeguarding ▪ the need for and to observe confidentiality ▪ health and safety and risk management ▪ Understanding of the need for and observe confidentiality and data protection at all times ▪ Understanding of health and safety 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	 <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>
Abilities and Skills <ul style="list-style-type: none"> ▪ to work with different customers, demonstrating awareness of different cultures and religious beliefs, treating all sections of the community politely and respectfully ▪ to deal with challenging situations calmly and effectively ensuring risks are reduced ▪ to communicate effectively with a wide range of people using different methods ▪ to work on own initiative and as an integral member of a team ▪ to change and adapt to demands in a fast-moving environment ▪ Proficiency in using Microsoft Office, particularly Excel, Outlook, and Word and wider areas of ICT, such as social media, online banking and shopping, online job searches, and online account management 	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>	
Behaviours <ul style="list-style-type: none"> ▪ Sensitive to customer needs with a strong commitment to delivering high quality service ▪ A positive approach to work ▪ Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies ▪ Promotion of equality of opportunity for vulnerable people ▪ Recognise and value all aspects of diversity 	<p>Y</p> <p>Y</p>	
Additional Job Requirements <ul style="list-style-type: none"> ▪ Full driving licence and access to a vehicle ▪ DBS Check ▪ Able to work at weekends and evenings if required 	<p>Y</p> <p>Y</p> <p>Y</p>	

