

FUSION HOUSING - Job Description

Job Title	Tenancy Resource Worker
Department	Fusion HOMES
Location	Wakefield
Salary	Grade 2B
Responsible to	HOMES Team Leader (Wakefield)
Hours	18.5 hours over 3 days per week.

Main Objectives

To co-ordinate the provision of resources for the HOMES team in Wakefield and provide administrative support to ensure the effective running of the Managed Tenancy Scheme in the Wakefield area.

Key Responsibilities & Duties

- Be the first point of contact for all queries regarding the Fusion HOMES Managed Tenancy Scheme in Wakefield.
- Ensure that applications and background checks are processed effectively.
- Provide monitoring information regarding Managed Tenancies in Wakefield.
- Ensure that all property issues, including rents and regulatory documentation are actioned and recorded effectively.

Role Specific Duties

1. Recieve and respond to all referrals for a Managed Tenancy and pass to the relevant staff for assessment.
2. Carry out background checks on all applicants once their assessment interview has been completed and accurately record the information received.
3. Ensure that the result of any application to the Managed Tenancy scheme is accurately recorded after the assessment is complete and the applicant is informed of the outcome.
4. Maintain a waiting list of clients for Managed Tenancies in Wakefield.
5. Assist the HOMES Team Leaders with various internal monitoring and other administrative systems.
6. With the Fusion Finance Officer, ensure that accurate and up to date rent accounts are kept in relation to all Managed Tenancies in Wakefield..
7. With other Tenancy Resource Workers, be responsible for taking and producing the minutes for Team Meetings.
8. Ensure that applications, assessments and other relevant forms are available for HOMES staff when needed.
9. Maintain accurate records in relation to Gas Safety Certificates and ensure that Landlords provide one annually.
10. Assist Housing Management Workers to follow up Local Housing Allowance applications for clients when needed.
11. Ensure that publicity material is available to external agencies and arrange attendance at outside evets when needed.
12. Provide cover for the front desk when needed and work with other administrators and Resource Workers in planning tasks, maintaining systems and providing support where necessary.

13. Be an Environmental & Personal Safety Officer (EPSO) within the Organisation for a designated area. To be a member of the Health and Safety Committee and be responsible for testing the panic alarm system on a weekly basis.

Organisational Responsibilities

1. Policies and Procedures

- 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office Manual and to adhere to them.
 - 1.2 To support and abide by the policies and practices of the organisation with regard to Equality, Diversity and Inclusion and play a key role in its successful implementation.
 - 1.3 To work within the Health and Safety and Fire regulations and to be familiar with Health and Safety appliances, policy and procedures, fire drill and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
 3. A commitment to safeguarding children and adults at risk.
 4. To participate in strategic development of the organisation, internally and externally.
 5. To attend and contribute to staff meetings and other relevant meetings.
 6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
 7. To work with the team in monitoring, evaluating and developing the services.
 8. To participate in relevant training courses.
 9. To complete all required information within Fusion Housing's Information System (FHIS) and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
 10. To undertake any other duties as required by the Director.
 11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.