

Job Title:	Regional Social Housing Officer	Job Holder:	Vacant
Reports To:	Chair of the Regional Social Housing Committee with operational direction from the National Manager for Social Housing.	Location:	Regional Office – The Diamond, Raphoe, Donegal, F93 HRH1
Region:	Northwest	Date of Job Description:	November 2023

1. PURPOSE OF THE JOB

The Regional Social Housing Officer role is an exciting opportunity for an ambitious person to influence the direction of St Vincent De Paul Housing delivery and service across the Northwest Region. The post holder will have a key role in leading the achievement of high performance and compliance standards as well as providing direction on operational matters to Social Housing Conferences across the region.

The Regional Social Housing Officer will work to manage key stakeholder relationships and progress suitable opportunities as they arise across housing management and delivery. Social housing services are currently delivered through a network of volunteer housing groups (Conferences). The Regional Social Housing Officer will be required to work closely with volunteers to provide direction, information and support in the management of and reporting on a varied workload assisting in the delivery of core services including amongst others tenancy management; asset management, voids and allocations, income management, housing development/capital approval applications.

Social Housing and the needs of our tenants and organisation, is a dynamic and changing environment. You will take a principal role in instigating and leading change, implementing practical skills, policy and guidance to deliver excellent services and achieve high performance standards.

2. ENVIRONMENT OF THE JOB

The SVP is a large, national, voluntary organisation with extensive experience of working with a diverse range of people who experience poverty and exclusion. Through its network of over 12,000 volunteers and 700 staff, it is strongly committed to working for social justice and advocates the creation of a more just and caring society. SVP employs people to support volunteers in a variety of settings including home visitation, Social Housing, Child and Family Services, Retail, Administration and other specialist areas.

SVP is committed to ensuring that everyone we encounter, regardless of age, gender identity, disability, sexual orientation, or ethnic origin has the right to be protected from all forms of harm, abuse, neglect, and exploitation. All employees are expected to act in accordance with SVP policies on Dignity & Respect and Safeguarding in respect of related Children and Vulnerable adults Safeguarding policies and procedures.

The Society is Christian based with a strong sense of Gospel values. The founder of the Society, Blessed Frederic Ozanam, was a devout Catholic and his legacy of spirituality remains a key element for volunteer members of the Society and underpins the conduct of conference meetings. It can often therefore be normal practice within the Society that prayers are said at the beginning and end of Conference meetings or at meetings where members are in attendance as this underpins the ethos of the Society. There is no requirement for staff members to actively participate in the saying of prayers but to respect the ethos of the Society and be aware that this practice may occur.

SVP Social Housing

The Society of St Vincent de Paul is classified as a Tier 3 Approved Housing Body. The Society has circa 861 units of social housing delivered and managed by 63 individual volunteer led local housing Conferences across the country. The development of social housing by the Society was initiated in the early 1980's by local individual Conference volunteer members identifying an unfulfilled local community housing need who worked with the support of local authorities in the acquisition and development of new build social housing units. The commitment and dedication of the Society's volunteers on the ground locally over the past 40 years has translated into the Society providing homes to approximately 918 tenants nationally in 2022.

The Regional Social Housing Officer will provide support to SVP Conference members in the management of circa 115 social housing units across 10 locations across Co. Donegal.

3. GUIDANCE AND AUTHORITY

The post holder will directly report to the Chair of the Regional Social Housing Committee with operational direction from the National Manager for Social Housing.

The post holder is expected to operate with considerable autonomy within an agreed framework. The nature of matters referred upwards are those:

- Where significant resistance is experienced in the development of good practice and implementation of policy.
- Where practice or proposed practice places stakeholders in a position of risk e.g. a child, a vulnerable adult, members, volunteers, the reputation of the Society
- Where decision will have a significant impact on the workload of others.

4. PRINCIPAL ACCOUNTABILITIES

ACCOUNTABILITIES	HOW ACHIEVED
1. Housing Operations	<ul style="list-style-type: none">• Provide support and guidance to Housing Conference volunteers, Housing Officers/Tenancy Support Workers in the day-to-day management of operations, tenancy and assets.• Initiate appropriate actions to ensure that high service standards are achieved, and challenges overcome.
2. Tenancy Agreement/Residential Tenancy Board	<ul style="list-style-type: none">• Ensure all tenancy agreements are up to date, in place by each Conference operating housing in the region.• Ensure all tenants are registered with the Residential Tenancies Board, and appropriate registration fees are paid to National Office.• Support Conference Presidents in the preparation of evidence and/or representation with the RTB.• Accompany Conference members where appropriate to RTB Dispute Cases.• Ensure tenants are issued with a Tenant Handbook.• Ensure Pre-tenancy training is undertaken /provide training to Conferences in relation to rolling out.
3. Social Housing Regulation	<ul style="list-style-type: none">• Promote compliance with statutory regulations, guidelines and best practice in social housing services aligned to requirements of the Approved Housing Body Regulatory Authority (AHBRA).
4. Health & Safety	<ul style="list-style-type: none">• Promote implementation of the SVP Health and Safety Management Manual in line with relevant Health and Safety Regulations.

5. Safeguarding	<ul style="list-style-type: none"> • Follow SVP Safeguarding policies and procedures. • Maintain an awareness of best practices in safeguarding children and vulnerable adults. • Carry out the role of Designated Liaison Person on behalf of the Region. Taking calls from Members in relation to child protection/welfare and vulnerable adult concerns, giving advice, making referral to Tusla and other relevant statutory bodies, etc. • Refrain from engaging in any activity that poses a risk.
6. Social Housing Regulation/Financial Return	<ul style="list-style-type: none"> • Work with Conferences to ensure all social housing operational and financial information requirements are met/validated and reported through to National Office.
7. Training	<ul style="list-style-type: none"> • Provide training, capacity building and guidance to Conference in relation to all aspects of housing operations e.g., best practice in housing, standards, regulations, and policy. • Keep knowledge up to date with developments in the sector through attendance at seminars, workshops and meetings and attend any other training as required.
8. Reporting	<ul style="list-style-type: none"> • Prepare reports on Conference housing /financial activity/regulatory progress for Regional and National meetings and external stakeholders as required.
9. Inspections and Stock Condition Surveys	<ul style="list-style-type: none"> • Ensure periodic inspections and stock condition surveys are undertaken at Conference level. • Assist Conferences with Maintenance Scheduling analysis and monitoring/amending as required.
10. Performance Management	<ul style="list-style-type: none"> • Follow up with members/volunteers to ensure on time completion of quarterly performance reports. • Provide training on report completion.
11. Risk Assessments	<ul style="list-style-type: none"> • Ensure Risks assessments are undertaken at local scheme level and ensure appropriate risk control actions are applied. • Co-ordinate the procurement of relevant services to undertake scheme specific Risks Assessments.

12. Rent Reviews and Monitoring	<ul style="list-style-type: none"> • Provide training to Conferences on Social Housing rent system as applies to Capital Assistance Scheme Funded units and other capital funding streams. • Support tenants in making applications for rent assistance and follow up with local authorities accordingly. • Ensure appropriate recording of rent at Conference level and monitor individual rent receipts, arrears, or changes as they impact on rents. • Assist Conferences in conducting rent reviews to achieve sustainable rental levels.
13. Anti-Social Behaviour	<ul style="list-style-type: none"> • Address all incidents of anti-social behaviour in a timely manner. • Implement and apply procedures in accordance with the SVP Anti Social Behaviour policy.
14. Oversee Capital Refurbishment /Energy Efficiency Upgrade Projects	<ul style="list-style-type: none"> • Co-ordinate works to upgrade the energy ratings of housing schemes . • Provide support to Conferences for refurbishment projects.
15. Complaints	<ul style="list-style-type: none"> • Address complaints received in line with SVP Complaints policy and maintain records accordingly.
16. Critical Incident reporting	<ul style="list-style-type: none"> • Record and report critical incidents. • Respond locally, where appropriate, to address or resolve critical incidents as they arise.
17. Funding Applications	<ul style="list-style-type: none"> • Support Conferences in the preparation of detailed Capital Approval funding applications for submission to local authorities, Regional Councils and National Social Housing Committee, National Management Council.
18. Other	<ul style="list-style-type: none"> • Attend meetings as required.

5. CHALLENGES

There are a number of challenges in this role, largely determined by the scale, complexity, voluntary nature and high levels of local autonomy with the Society.

- Acceptance of the dynamic of a complex, national, membership organisation and an understanding of how this both contributes to and constrains the work.
- Influencing others not under direct authority.
- Increasing legislation and associated needs for compliance.

6. OTHER INFORMATION

The post will require travel across the Northwest region.

In addition to the duties and responsibilities listed above, the job holder may be required from time to time to perform other duties as deemed reasonable and necessary by the employer. The job holder may also be required from time to time to work or attend training/meetings at another location. As much notice as is reasonably practicable will be given of any such requirement/change. The job holder may be required to complete some evening work.

The Society is committed to the Right to Disconnect Code of Practice which applies to all employees irrespective of where they work, be that office, service, home or other remote location, or their working pattern, either core, shift, or flexible hours.

Given the nature of our organisation, employees may request or be required, depending on their role and agreement of management, to work in a more flexible manner and occasionally outside of their normal/standard working hours. Certain roles by their nature may have a requirement to work evenings or weekends and may be on a shift pattern (as detailed in the written particulars of employment), others may be required to attend evening or weekend meetings with members or may be subject to annual peaks and troughs in the workload. These are usually normal, expected, and foreseeable work-related requirements and staff should ensure that they receive the required breaks and compensatory leave as detailed in the Society's Time off in Lieu policy. Employees are responsible for notifying their manager in writing of any statutory rest period or break to which they are entitled to and were not able to avail of on a particular occasion and the reason for not availing of such rest period or break within one week.

7. EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS TO UNDERTAKE THE ROLE AT A FULLY ACCEPTABLE LEVEL

EDUCATION

- A relevant degree in fields such as in Housing, Property Management, Social Sciences or a minimum of three years' experience in a comparable role is essential.

KNOWLEDGE

- Knowledge of needs and issues relating to the management of special needs housing tenants i.e elderly, disabled, and homeless is desirable.
- Knowledge of current regulations as they apply to social housing and housing law including the Residential Tenancies Act is desirable.
- Knowledge of local authority procedures regarding tenant allocations and rent assistance payments (e.g., HAP & RAS). Knowledge of rent structures as it applies to Social Housing is desirable.
- Knowledge of current national standards, regulations, and the environment in which Social Housing is delivered and managed is desirable.
- Knowledge of the technical aspects of asset management, e.g., health and safety and repairs and maintenance is desirable.

EXPERIENCE

- Possess three years' relevant experience demonstrating knowledge of social housing across local authority/approved housing sector.
- Experience of managing tenants who may be vulnerable, homeless, elderly, low-income households is desirable.
- Experience of working with volunteers, committees, or boards is desirable.
- Experience of office administration is desirable.

SKILLS

- Possess strong interpersonal, communications, listening and influencing skills with the ability to build relationships.
- Have the ability to communicate across all levels of the organisation with stakeholders.
- Be an excellent team player with the ability to work on own initiative.
- Demonstrate resilience and work with diverse stakeholders to achieve objectives.
- Possess knowledge of computer packages database and office administration e.g., Microsoft office, Excel, PowerPoint, Word and CRM.
- Possess the ability to analyse and present numerical data into management reports.

Essential Requirement

- Full driving licence and have access to own transport.

The person must also demonstrate the following personal attributes:

- Be honest and trustworthy.
- Be respectful.
- Possess cultural awareness and sensitivity.
- Be flexible.
- Demonstrate sound work ethics.

8. COMPENSATION AND BENEFITS

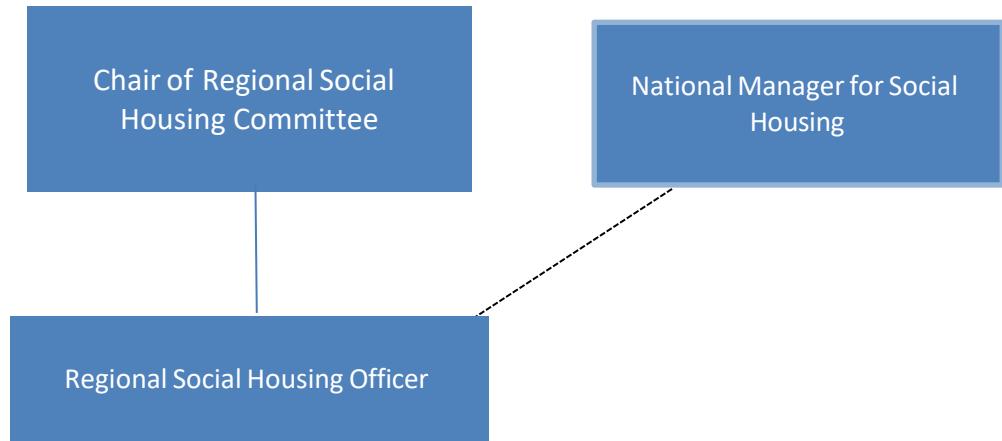
All SVP benefits are subject to the prevailing policy and associated length of service requirements

Pension	A core DC pension offering with a 5% employer and employee contribution, and an option to increase to 7% employer contribution on a matching basis
Life assurance	Four times salary
Sick pay	Entitlement to sick pay following 13 weeks, with level of entitlement increasing with length of service (Subject to terms of policy)
Health plan	Group discount for Hospital Saturday Fund (HSF)
Annual leave	23 days annual leave for all staff. Additional day's leave at 5, 10, 15 & 20 years, with a cap of 27 annual leave days
Discretionary days	2 Discretionary days (Christmas Eve & Good Friday)*
Maternity/ Adoptive leave	18 weeks full pay for staff with more than 12 months service
Paternity leave	2 weeks full pay for staff with more than 12 months service
Christmas Voucher	€250 voucher for all staff (Subject to terms of policy)
Employee Assistance Programme (EAP)	6 counselling sessions provided per annum
Life Appreciation recognition	Additional one-off 5 days annual leave allocated in year that 25, 30, 35 & 40 years service achieved, plus €250 voucher
Retirement	Staff with 10+ years service will receive a €250 voucher on retirement
Education Support	Fee support up to €1,500 for job relevant courses, plus exam and study leave Further Education Support (Subject to terms of the policy)
Hybrid/Flexible Working Available	SVP support and embrace Flexible Working, including working from home, in line with the SVP Flexible Working Policy (Where appropriate and subject to role requirements and policy)
SVP Experience Day	Up to one discretionary day per year to experience a different aspect of the work of SVP (Subject to conditions)

9. MAIN TERMS AND CONDITIONS

Contract Type:	Permanent Full time
Hours:	37.5 hours per week
Pension:	5% or 7% employer contribution 5% or 7% employee contribution
Salary:	€40,854.45 per annum

10. STRUCTURE CHART



The information contained in this job description is a true and accurate reflection of the job as at the date specified.

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Job Holder

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Line Manager