

**1 x Private Rented Sector Coordinator**

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| Reporting to: | Community Outreach Services Manager |
| Hours: | 37 hours per week – Monday to Friday (will consider flexible working arrangements) |
| Pension: | All eligible staff will be auto-enrolled into a stakeholder pension scheme. Upon auto-enrolment staff will receive a welcome pack. |
| Salary: | £24,012pa |
| Contract: | FTC – 1 year |
| Annual Leave: | 25 days excluding bank holidays |
| Location: | Chichester District with some travel needed across West Sussex (mileage paid) |

**Job Background**

Stonepillow in partnership with Chichester District Council have secured funding from the Ministry of Housing, Communities and Local Government through the rough sleeper initiative for a specialist Private Rented Sector Coordinator.

This new role has been developed to provide a dedicated resource to clients in Chichester to both secure PRS accommodation and to support clients in becoming tenancy ready to ensure they are able to successfully maintain accommodation and thrive in their local community.

This role will seek to secure and retain PRS accommodation for those in emergency and temporary accommodation, those rough sleeping or vulnerably housed and those who are in supported accommodation, who are ready to live more independently.

Our vision is to:

* Develop and maintain links with landlords in the PRS sector and lettings agencies to create mutually beneficial relationships to secure accommodation in the PRS
* Work collaboratively with Chichester District council teams to ensure the correct offer is available to the clients.
* Support clients to become tenancy ready through the design of tenancy readiness packs and workshops.
* Provide an ongoing tenancy sustainment service to those assisted to access PRS accommodation through this service. Ensuring that where possible tenancies are sustained and that relationships with landlords remain positive.

**Summary of the Role**

To lead on the development of Stonepillow and Chichester District Councils PRS offer in Chichester including the development of relationships with PRS landlords and letting agencies, ensuring effective communication is maintained both pre and post tenancy.

This new role has been developed to work closely with Chichester District Council’s housing teams and Stonepillow Outreach, Residential and Housing First teams, to secure appropriate accommodation, which is sustainable, to prevent cyclical homelessness and support our clients to thrive in their local community.

**Key Responsibilities PRS Coordination**

* To work effectively within agreed processes, procedures and policies to deliver a successful PRS procurement service.
* To create successful relationships with private landlords and lettings agencies to maximise the supply of suitable accommodation.
* To liaise effectively and proactively with Chichester District Council and Stonepillow colleagues, ensuring referrals and allocations policies and processes are understood and implemented, to ensure the efficient delivery of the service.
* To liaise effectively and proactively with Chichester District Council, ensuring referrals and allocations to the Discretionary Housing Payment which our clients can receive at the discretion of the local authority, which can help towards housing costs..
* Provide an ongoing tenancy sustainment service for an agreed period for those placed in PRS accommodation through this provision. Providing ongoing support in order to sustain tenancies where possible and ensure that relationships with landlords in the PRS remain positive.
* To work alongside these teams to identify appropriate matches of tenants and properties in self-contained and shared housing.
* Work closely alongside clients to ensure that properties matched meet their individual needs and ensure that their needs are fully considered at each stage of this process.
* Work collaboratively with the Stonepillow teams and local agencies to ensure tenants receive the support they need to sustain their homes, including the development and delivery of tenancy ready skills-based sessions and workshops.
* Design and Develop tenancy ready packs to be completed with clients prior to moving into PRS accommodation.
* Ensure that all properties sourced meet all health and safety standards and legal requirements and aspires to be of the best quality available.
* Oversee PRS access pots, ensuring that effective financial records are maintained and that the service remains within budget.
* Implement agreed marketing strategies aimed at increasing the supply of good quality private rented properties to be made available to clients in the Chichester District.
* To be aware of potential risk and vulnerabilities posed by and to tenants and address them accordingly when identifying potential properties with support from other Stonepillow staff.
* Ensure that tenants have as much choice and control over their accommodation options as is feasible within the housing market.
* Adopt a Psychologically informed and Trauma Informed approach to supporting clients, including use of learning from psychosocial models of working and through reflective practice.
* Promote and encourage coproduction and client involvement in the service and within Stonepillow as a whole. Taking every opportunity to involve clients in the design and delivery of services and to provide feedback on the quality-of-service provision.

**Monitoring and Evaluation**

* Maintain individual, up to date and accurate client data by inputting into information on to Stonepillow inform database system.
* Ensure ongoing recording and monitoring of project outputs and outcomes.
* Manage engagement and outcome data, inputting data onto the database and collating information to produce relevant reports.
* Responsible for gathering feedback from the women on the service and any improvements suggested.
* Support analysis of data to review service delivery.

**Budget**

* Manage the Help to Rent fund and ensure that process and allocations targets and good practice is adhered to.
* Support the manager to ensure the project is delivered within the budget.
* Provide accurate and timely financial returns for client personalisation, PRS access pots, expenses, mileage and credit card returns.
* Compliance with Organisational policies and regulatory requirements.
* Provide timely information to the manager to ensure that the project budget is created and effectively managed.

**Partnership engagement and management**

* Ensure the maintenance and development of excellent partnership working relationships with professionals, organisations and other key stakeholders.
* Support the manager to maintain relationships with all relevant external stakeholders and organisations.
* Ensure effective representation at external meetings and events to facilitate improved understanding of homelessness and related issues.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
  + HR P&P
  + Code of Conduct
* Ensure all service policies and procedures are regularly reviewed and well embedded to the team.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Be an active proponent to all aspects of equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.

**General**

* To be ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are present in your work and behaviour at all times, to ensure our clients are at the heart of our organisation and work.
* Contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Support and provide supervision for volunteers.
* Ensure that finance and resources are used effectively and within budget.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* Excellent written and verbal communication.
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by Manager.
* Maintain at all times the ethos, values and behaviours of Stonepillow.

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

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with clean driver’s licence is essential for this role.