



Housing Officer – Sophia (Hybrid)

About Sophia:

Sophia is national provider of housing and homeless services. Founded in 1997 Sophia has always been acutely aware of the impact that homelessness has on individuals, couples and families.

Over the past two and a half decades, Sophia has been supporting people as they emerge from homelessness. We provide trauma informed services that recognise the impact that homelessness, poverty and social exclusion has on those we support. Sophia is unique among providers of homeless services in that we focus exclusively in helping people to leave homelessness by having a home of their own as quickly as possible. Also as an Approved Housing Body, Sophia's core mission is to provide homes for individuals, couples and families who not only need a home but who also present with other support needs.

Purpose: The Sophia Housing Officer is responsible for the management and maintenance of properties in accordance with our policies and procedures.

Location: Office base is Cork St, Dublin 8 however there will be significant travel to properties nationwide as required. Hybrid working arrangements as agreed.

Reporting to: Head of Services

Contract: Permanent, 39 hours per week, Monday to Friday.

Benefits:

- 25 Annual Leave Days
- Additional Long Service annual leave
- 5% Employer pension contribution
- Further education and training support
- Employee assistance Programme
- Flexible working arrangements

Main tasks and Responsibilities

- Act as the primary officer for the daily contact with residents and their representatives concerning all aspects of Housing Management in Sophia.
- Manage rent accounts and recover rent arrears and related charges in accordance with Sophia's policies and procedures.
- Oversee and manage breaches of residency agreements and in doing so work with the Head of Services to liaise with services and support teams.
- Work to ensure that Sophia homes are an emotionally warm and welcome place to live and comply with all relevant quality and regulatory standards.
- Carry out regular property inspections, including communal areas.
- Ensure stock and condition surveys are carried out and that recommendations are implemented as directed by the Head of Services.
- Ensure all repairs, property renovation and work to both void and newly acquired properties are completed and that the quality of work is reviewed in consultation with the Service Management team and that the contractors list is updated.
- Develop relationships with maintenance contractors to ensure the quality of work of all repairs and property renovations are to a high standard and at a competitive rate in line with Sophia's Procurement Policy.
- Maintain and update all resident repairs and maintenance issues using Sophia's housing management software i.e. Affinity
- Deal with allocations of properties.
- Sign up of new agreements with residents providing information to applicants and undertaking accompanied viewings.
- Deliver pre-residency support before and during the residency.
- Manage voids in accordance with policies and procedures.
- Understanding of landlord and resident obligations & residency legislation/regulation.
- Ensure all properties are registered with R.T.B
- Ensure prompt and appropriate responses to resident's enquiries.
- Deal with complaints and all breaches of residency obligations in accordance with policies and procedures and requirements of residency legislation and regulation.
- Support and encourage the improvement of services for residents of Sophia.
- Develop and maintain relationships with the Local Authority, Department of Housing and other agencies who have a key role in affecting housing management.
- Promote resident and community involvement and participation.
- Be aware of and adhere to all relevant financial procedures and regulations and report any discrepancies as required.
- Ensure all annual Inspection Reports and periodic checks are carried out and relevant issues are notified and actioned in line with policies, procedures and daily tasks.
- Be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager.

- Carry out Health and Wellbeing checks on residents where required.
- Ensure health and safety compliance with all Sophia's properties including electricity testing, fire safety, CO2 protection, annual boiler servicing and Lyme's disease.
- Ensure data and personal information relating to clients, residents, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.
- Assist with reviewing policies, procedures and systems.
- To undertake other tasks that may be assigned from time to time.

Person Specification

Values:

- Committed to the ethos and mission of Sophia
- Empathy with Trauma Informed Practice
- Commitment to equality and anti-oppressive practice

Requirements and Skills

- Knowledge of social and voluntary housing sector and/or associated experience.
- Understanding of Landlord and Resident Obligations & residency legislation/regulation.
- Experience of working in a resident focused role.
- Ability to work flexibly on own initiative and as part of a team.
- Excellent verbal and written communication skills.
- Demonstrate ability to organise, prioritise and manage a complex and varied workload and meet deadlines and targets.
- Computer literacy and the proficient use of Microsoft Office and other software applications.
- Ability to communicate and interact in a professional, diplomatic and sensitive manner.
- Demonstrate the ability to treat the resident group in a non-judgemental way.
- Full clean drivers licence and use of a car (essential)

Qualification

- A degree in Housing or equivalent and experience in housing management or 3 years' experience in housing management

Application Process

Please forward a Cover Letter and CV to

Recruitment@sophia.ie

The closing date for receipt of applications is

Friday, 13th September 2024 with early applications welcome