



JOB DESCRIPTION

Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.

Role:	Housing Case Worker
Location:	Firhouse Family Hub, Tallaght, Dublin 24
Reporting to:	Service Manager
Terms:	Fixed Term Contract – Full Time (Mon to Fri)
Job Purpose:	To provide a professional and best practice service in Housing support for residents whilst achieving agreed targets including successful moves to long term tenancies via various mediums.

Core duties and responsibilities:

To work in accordance with the values, principles and philosophy of the Family Hub

Assessments and allocations:

- Interviewing and assessing prospective residents and making allocation decisions in conjunction with manager.
- Co-ordinating the viewings of properties with prospective residents
- Ensure all licence agreements are signed and handover details of new residents to allocated Project worker.
- Forwarding licence agreements and information on new tenancies to relevant departments i.e. legal and Estate management.

Rents

- Operating the rental system as per Responds Rent Policy Procedures
- Lodgement of rents to accounts and updating records accordingly

- Ensuring Key deposits are lodged to relevant Bank account and details recorded
- Advising project worker and service manager of any concerns regarding non-payments and arrears

Provide one to one housing advice to residents on a weekly bases. HAP/ Local Authority/ Social Housing.

Build strong relations with local landlords and document such achievements

Work closely with members of SDCC homeless allocations team to ensure effective move on from service for residents.

Document statistical information to provide supports for further funding.

Work in conjunction with and provide support to project workers and other members of the team.

Attend all team meetings and supervision in line with good practice policy.

Report weekly to Service manager and provide updated reports statistical information and overview of progress.

The list of tasks is not an exclusive one and duties may vary from time to time.

Person specification:

A relevant degree and professional qualification and experience of working within a similar setting.

Impartiality and the ability to treat clients in a way which is non-judgemental and without bias.

Excellent written and oral communication skills including report writing.

The ability to work under pressure.

Experience of working with the public and have excellent problem solving skills

Excellent organisational skills and the ability to manage a wide and varied caseload.

Capable of working both on own initiative and as part of a team.

Displays knowledge of housing and benefit issues.

Garda Vetting will be conducted on an ongoing basis.