



Job Vacancy: Housing Welfare Officer

Company: Mid West Simon Community

Location: Mid West Region

Contract: Full-time fixed term (18 months)

Hours: 35 hours per week, including some evenings and weekends

Salary: €40,023 – Point 1 Housing Welfare Officer Scale

Reports to: Regional Manager for Community Supports

Job Purpose: The Housing Welfare Officer is responsible for the management and maintenance of properties of mixed tenure, in accordance with our policies and procedures and contributing to the overall successful performance of Mid West Simon Housing.

Key Responsibilities:

- To manage rent collections and recover rent arrears and related charges in accordance with the policies and procedures.
- To deal with breaches of tenancy agreements. Including non-payments of rents in community and emergency accommodation in line with company rent policies and procedures & requirements of tenancy legislation & regulation.
- Partake in the delivery of a response repairs and maintenance service, inspecting properties, raising maintenance requests, checking completed works and liaising with maintenance dept.
- Deal with allocations of properties as directed by the relevant Local Authority.
- Sign up of all new tenancies, providing information to applicants and undertaking accompanied viewings.
- Regularly inspect and monitor housing.
- Manage voids in accordance with policies and procedures.
- Maintain and update all tenancy records.
- To ensure prompt and appropriate responses to resident's enquiries.
- Assist with reviewing policies, procedures, and systems.
- Participate in any training that may be considered necessary.
- Deal with difficult or problematic situations in a sensitive manner and within the framework of the organisation's ethos, values, policies, and procedures.

The Person Specification

Essential:

- Full clean drivers licence
- Knowledge of social and voluntary housing sector and/or associated experience.
- Understanding of Landlord and Tenant Obligations & tenancy legislation/regulation.
- Experience of working in a tenant 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 including proficiency using Microsoft Teams and SharePoint.
- Ability to communicate and interact in a professional, diplomatic and sensitive manner.
- Demonstrate the ability to treat the tenant group in a non-judgemental way which may involve a lower threshold setting with respect at all times.

Desirable:

- Demonstrate knowledge and expertise in Housing Management and Housing Law.

Qualifications & Experience:

- Level 7 in Housing Management or related field or 3 year's experience in housing management.

Benefits:

- 21 days paid holiday, + 1 birthday holiday, + 1 Christmas shopping day.
- Access to Employee Assistance Programme.

Closing Date: 21st September 2023 @ 2pm

Application: Submit CV and Cover Letter to alan.kavanagh@mwsimon.ie

Note: All offers subject to Garda vetting.

Mid West Simon Community is an inclusive employer and encourages applications from all community sectors. This project is funded by The Department of Social Protection.