The Good Shepherd Centre
Church Lane, Kilkenny, R95 PP3F
056 7722566

KILKENNY VOLUNTARY HOUSING ASSOCIATION KVHA

Job Description: Housing Officer

Venue: Kilkenny Voluntary Housing Association, William St, Kilkenny – In Person

Report: Housing Service Manager

Purpose:

Housing officers help to facilitate successful tenancies by supporting tenants in each of the properties under their portfolio in Kilkenny, Carlow and Laois. The Housing officer provides essential services in relation to the management of tenancies and addressing breaches of tenure with our Housing Support Team.

Responsibilities:

- To work within the overall Framework of KVHA, Its Mission and policies.
- To always work in accordance with KVHA Standards for Housing and amendments.
- To respect diversity.
- The role will involve managing a designated patch of housing and keeping in regular contact with tenants, looking after rental income and dealing with repairs and neighbour nuisance issues.
- The role will monitor for potential breaches of tenure and ensure preventive strategies are in place.
- To interview perspective new tenants, in accordance with KVHA Allocations Policy
- To induct new tenants, ensuring they understand the role of the landlord and their responsibilities as a tenant. Promoting KVHA Good Neighbour Policy.
- To ensure that all required paperwork in relation to housing offers and/or refusals, tenancy sign up, inventories and communication with local authorities is fulfilled in line with KVHA Policy.
- To monitor the rent collection and ensure to support tenants to pay their rent. To administer collections, and where tenants accrue arrears, the role will provide management and support interventions to deal with and minimise arrears. Ensuring an agreement is made to address all arrears.

- To ensure effective recording, communication, and delivery of all aspects of the maintenance service under the remit of the landlord. Further ensuring where work is done not under our remit to agree the charges with the tenant and ensure payment is collected owing to KVHA.
- In conjunction with the line manager ensure the implementation of KVHA Tenant Engagement Strategy
- Void management Ensure that all works are conducted by our internal and external contractors to ensure the property is ready to relet at the earliest possibility.
- Ensure annual inspection of all properties is conducted and further ensuring that all ordinary and cyclical maintenance is recorded and reported. Preparing budgets for same.
- process applications for housing improvements and repairs and communicating outcomes to tenants
- Ensure annual services are conducted on all boilers and fire monitoring systems.
- Ensure that tenants maintain properties under the covenants and responsibilities as tenants. Nor not to do anything to the property that will negate the landlord's insurance.
- Where the property is part of a multi dwelling ensure Landlord adherence to fire monitoring systems, the upkeep of communal areas is conducted to the highest standards.
- To ensure the implementation of KVHA Anti-social Behaviour framework including liaising with complainants and victims.
- To manage the information management requirements of KVHA and our sister organisation (Good Shepherd) producing reports as required in a timely and quality manner.
- To refer to KVHA Tenancy Support Services when it is deemed the tenant may require some support.
- To meet with line manager and other staff as required.
- Work Monday to Friday 9am – 5.30pm (finish 4.30pm Friday). Occasionally work evenings and weekends as requested to facilitate tenants and organisational needs.
- To supervise junior staff as appointed in line with KVHA Policy.
- To provide an On-call roll as required by KVHA Policy.

Essential

- **Clean Driving Licence**
- **Relevant Qualification**
- **Excellent communication skills**
- **Strong IT and reporting skills.**
- **1 to 3 years working with marginalised people, ensuring housing supports.**

Skills:
Communication (Verbal And Written) IT Report Writing

Benefits:
Paid Holidays Pension Fund E.A.P