

**Job Description:  
Trainee Housing Officer**

<b>Job title:</b>	<b>Trainee Housing Officer</b> <b>Reference: THO01</b>
<b>Location:</b>	Dublin
<b>Responsible/Reporting to:</b>	Senior Housing Officer
<b>Job purpose:</b>	Working as part of the Housing Team, the successful candidate will assist in the provision of a high-quality housing management service to tenants on HAIL's housing schemes. A desire to pursue a career in housing is essential as well as working with a vulnerable client group.
<b>Salary Scale:</b>	Starting at €30,082 with annual increments.  2-year fixed term contract and possible extension after successful completion of programme.
<b>Job Information:</b>	This is a full time post, 35 hours per week over five days, Monday to Friday. Some evening work may be required.

**About HAIL**

**HAIL is an Approved Housing Body with over 480 properties.**

Founded in 1985, the Housing Association for Integrated Living (HAIL) is Ireland's specialist mental health housing association. As an approved housing body, we provide high-quality social housing and mental health tenancy sustainment services. The work we do helps people live independently in their homes and community.

Our mental health tenancy sustainment services and housing team help our tenants and clients maintain their tenancies and live independently by providing support on mental health recovery, household and budget management, pursuing employment and education opportunities and maintaining links with family and friends. You can find out more about these services [here](#).

We pride ourselves at all levels of our organisation for having an excellent reputation in both the housing and mental health care sectors. As part of our current strategic plan 2024-2028, we are aiming to support more people by providing an additional 300 new homes and expanding our support services into more communities across Ireland.

## *Our Values*

- **Trust:** Our relationships are built on trust. We work closely with our stakeholders, clients and tenants to achieve the best possible outcomes.
- **Respect:** We work towards creating an equitable society where all are treated with respect and dignity. We listen with open hearts and open minds as we believe everyone's voice has a right to be heard and respected.
- **Leadership:** We are leaders in delivering our vision and purpose, courageously and responsibly providing homes and supporting those living with mental health challenges.

## **Role Description**

The Trainee will be required to take on a course of study, approved by HAIL in the area of Housing Studies. They can either be a recent graduate of a relevant course or wish to enter into housing management from another profession and have the relevant experience within a professional office environment. They will be expected to participate fully in a programme of in-house training and mentoring in order to progress to a level where they will, after successful completion of the 2-year programme have acquired the necessary knowledge, skills and abilities to perform all tasks involved in the role of Housing Officer. They will also be expected to manage a small designated patch of their own within this period and it is anticipated that the Trainee will progress onto a Housing Officer role, extension of contract could also be possible after successful completion of programme.

## **Trainee Programme:**

- Acceptance to this programme is contingent upon successful entry to a relevant course as prescribed by HAIL or being a recent graduate of a relevant course.
- Participation in online classes and attendance at workshops for 2 years or participation in top up modules to supplement prior learning.
- Undertake a work placement in the form of a patch, taking direction from the Senior Housing Officer to successfully complete the programme.
- To complete all course work as required by the College.
- To complete all HAIL's work experience as directed.
- To undertake any duties deemed appropriate to assist development.
- To prepare for and actively participate in regular review/supervisory meetings.
- Identify any gaps in knowledge and work experience and bring to attention of Line Manager.
- To carry out all duties in accordance with HAIL's policy and procedures.
- Continued employment during these 2 years is dependent on successful completion of studies and work activities, after which progression will be determined by HAIL.

You will be part of a dedicated and experienced housing and property team who are committed to the highest level of housing management services to their

tenants. You will be working within a supported management structure which will enable you to continue to develop your skillset within this field.

### **Key Roles and Responsibilities – Lettings/Allocations**

- Assisting with the management of the letting and allocations of properties per the Association's Lettings Policy, including ensuring compliance with all regulations.
- Developing and maintaining effective relationships with the local housing authority and other referral agencies.
- Interviewing and assessing prospective residents with the Senior Housing Officer and making allocation recommendations.
- Co-ordinating the viewings of properties with prospective tenants at hand-over and re-let stage.
- Liaising with support staff in the interviewing and allocation of properties for families and individuals with additional support needs.
- Together with support staff preparing, planning and delivering pre-tenancy programmes.
- Advising prospective residents with regard to tenancy agreement.
- Advising residents and prospective residents of housing options.
- Work in partnership with the Support Team and Senior Housing Officer to ensure tenancy sustainment.

### **Key Roles and Responsibilities – Rent**

- Managing the tenants rent and service charges system as per the Association's Rent Policies and Procedures.
- Ensuring income returns and changes of circumstances are received.
- Advising tenants with regard to assessments.
- Responsibility for identifying debt and managing cases of bad debt.
- Arrears control and ensuring arrears KPIs are met.

### **Key Roles and Responsibilities – Estate Management**

- Ensuring properties meet all regulatory and HAIL letting standards with guidance from the Senior Housing Officer.
- Regularly visiting/inspecting developments/properties and completing necessary paperwork.
- Managing Anti-Social Behaviour and other breaches of tenancy as per the Association's Policy.
- Recording and identifying causes of damage to property and ensuring it is remedied.
- Maintaining accurate current records of all properties, residents and incidents.
- Attending community group/management company meetings from time to time or where necessary or appropriate.

### **Key Roles and Responsibilities – Maintenance**

- Managing and implementing the repair service efficiently as per the Association's Repairs & Maintenance Policy.
- To assist in the management of a programme of planned/cyclical

maintenance.

- Organising the repair of properties prior to re-letting with the Senior Housing Officer.
- Responsibility for inspecting repair work and ensuring quality of workmanship.
- Inspecting void properties with the Senior Housing Officer.
- Responsibility for counter-charging tenants where appropriate.
- Responsibility for ensuring that maintenance KPIs for the area are achieved.

### **Key Roles and Responsibilities – Tenant Engagement**

- Ensuring effective and efficient participation within HAIL's Tenant Enrichment & Partnership Strategy
- Attending Tenant Forum meetings as and when necessary
- Aid with the implementation of the strategy working closely with the Head of Housing & Property Management as well as the housing team
- Working in partnership with HAIL's tenants and external statutory and non-statutory bodies in the delivery of the strategy
- To work with tenants to maximise tenant engagement throughout HAIL and across departments

### **Key Roles and Responsibilities – Organisation**

- Utilising the housing management computer system for the administration and maintenance of all relevant housing management files.
- To create, manage, update and maintain all housing management/ tenant files.
- To contribute to policy and procedures and to participate in the ongoing review and revision of documents within a service improvement framework.
- Developing and maintaining relationships with local housing authorities and other agencies who have a key role in effecting housing management.
- Keeping abreast of key legislative and procedural matters which affect your work as Trainee Housing Officer.
- Producing reports as required on housing management and key performance indicators for all properties and developments in your allocated area.

### **Key Roles and Responsibilities – Other**

- To fulfil all requirements regarding both HAIL's and your own health and safety obligations.
- To positively promote the Association in all activities.
- To exercise discretion in all aspects of the role.
- Any other duties which are consistent with your role.

### **Person Specification**

Key requirements for this post are:

<b>Education/Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Recent graduate of a relevant course or proven experience within a professional office environment and willing to complete a 2-year trainee programme inclusive of course or a number of top up modules approved by HAIL	Y	
<b>Professional Requirements</b>		
Either a recent graduate of a relevant course or relevant experience in Property, Social Science or relevant discipline.		Y
<b>People and Stakeholders Skills / Knowledge</b>		
1 years' experience of working in a customer focused environment	Y	
Good communication skills	Y	
Experience of working in a property orientated environment		Y
Experience of working with a wide range of people who are: vulnerable, homeless, elderly, low income households		Y
<b>Operational Skills / Knowledge</b>		
Knowledge of the social housing and not-for-profit sector	Y	
Experience of report writing and excellent attention to detail		Y
Computer literacy / use of IT systems; intermediate level.	Y	
Full valid driving license and use of a car	Y	

## **Conditions**

### **Salary Scale:**

Starting at €30,082 and annual increments for period of programme and possible extension after successful completion of programme.

HAIL offers:

- Flexible working hours with a flexi time system in operation
- 24 annual leave days plus 3 Company days
- Company Pension Scheme with current contributions rates of 6% employer contribution and 6% employee contribution
- Death in Service Benefit
- Health insurance for serious illness
- Training and development
- Paid expenses
- Satellite office locations with a hybrid approach to working hours
- Professional Subscriptions paid by HAIL (after probationary period)
- Hybrid Working arrangements

## **Appointment**

This post will be filled immediately.

All contracts are subject to successful completion of a six-month probationary period.

## **Recruitment Process**

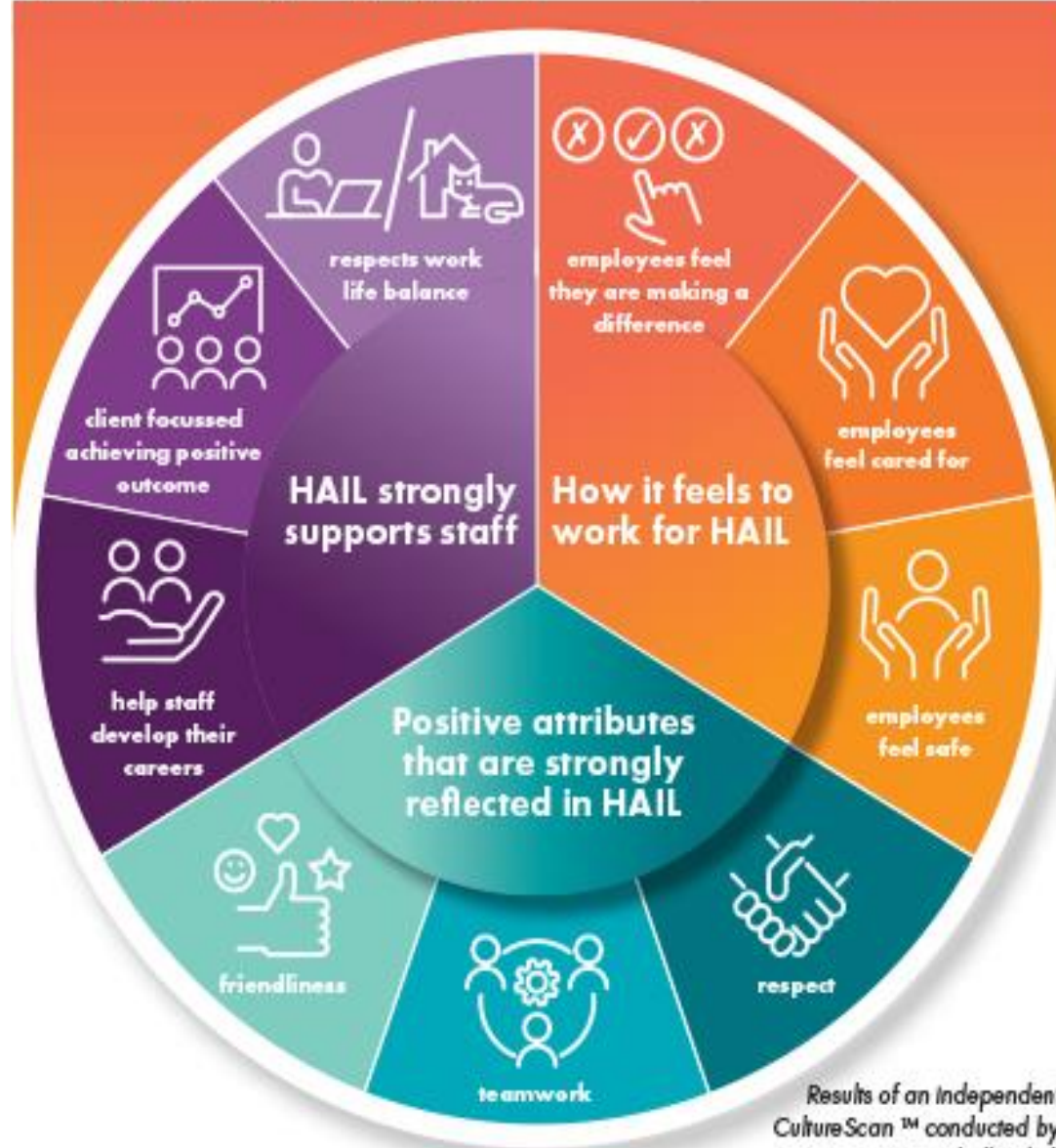
Please send a **letter of application** outlining your suitability for this role and your **C.V.** to [hr@hail.ie](mailto:hr@hail.ie) by **5pm** on **25<sup>th</sup> April 2025**.

Only those shortlisted for Interview will be responded to.

**HAIL is an equal opportunities employer.**



Promoting a supportive, caring and inclusive workplace culture is intrinsic to the work we do at the HAIL (Housing Association for Integrated Living).



Results of an independent CultureScan™ conducted by Campbell Tickell