

# Housing Support Lead

## Supplementary Page



### What I am Accountable for

These accountabilities below are in addition to the substantive position as a Youth Support Worker:

- Act as the service lead for housing and property-related matters, providing advice, guidance and support to colleagues on accommodation management, occupancy, licence agreements and tenancy readiness.
- Provide advice to colleagues and wherever possible oversee the end-to-end admissions process, ensuring transitions into the service are well planned.
- Monitor and support compliance with licence agreements, ensuring young people understand their responsibilities and receive appropriate support to sustain their accommodation and prepare for successful move-on.
- Provide advice to colleagues and wherever possible have a role in the move-on processes, supporting positive outcomes for young people while ensuring accommodation is available for future referrals.
- Oversee the management of vacant apartments, ensuring they are inspected, prepared, and re-let efficiently.
- Maintain oversight of Ofsted accommodation standards, ensuring property-related concerns, repairs, furnishing replacement and maintenance issues are reported, monitored and resolved promptly to promote safe, welcoming and well-maintained living environments.
- Act as the service subject matter expert for housing benefit administration, supporting colleagues with claims, queries and processes to maximise income and ensure compliance with relevant requirements.
- Provide specialist guidance on utility management, ineligible housing benefit charges and other accommodation-related financial processes, supporting effective service operation and financial sustainability.
- Maintain an advanced understanding of Turning Point's responsibilities under licence agreements and arrangements where the organisation acts as an agent of the landlord, ensuring compliance with contractual and regulatory obligations.
- Deputise for members of the management team on accommodation and housing management matters as required, including participation in the on-call rota where applicable.
- Work collaboratively with internal and external stakeholders, including landlords, contractors, local authorities and housing partners, to ensure high-quality accommodation provision and positive outcomes for young people.