



**ORGANISATION: Learn to Hope CIC**

**RESIDENT TRAINING & WORK PROGRAMME: Sept 2017**

**LANDLORD: Poplar Harca**

### Who are we?

Learn to Hope is a Social Enterprise that was specifically created for the benefit of residents. Those involved are managers working in the Social Housing Sector who are compelled to add more value to the community. We operate for the good of the community on a not for profit basis.

A social enterprise trades for the good of a community and not for profit. Learn to Hope is dedicated to retraining long-term unemployed residents; those less able to travel to a workplace; or those with caring responsibilities. We work with housing organisations to create training and work packages.

We aim to convert traditional roles into flexible opportunities ideal for modern professional careers in housing and customer services into which residents can be properly trained.

### What do we do?

We teach residents how to manage income collection, housing management and customer services and then find them work, after they are trained and tested on casework from other landlords.

Our goal is to find full and part-time work for every resident who successfully completes the course. Not just any job, but a professional career in income management, housing management or leasehold services with either ourselves or another Social Landlord. Good jobs with genuine career prospects.

The training can take six months to complete, and residents begin earning after approximately eight weeks, subject to the rate at which they learn. Virtually all of the training is home based – you just need broadband and access to a computer.

You need to create time and space to learn and complete training.

### Why do we do it?

Employment based Community Development projects help a considerable number of people, but not all of them can be equally accessed by everyone, and we wanted to try and put this right.

Notable exceptions include residents with disabilities or young families. Especially single parents and residents caring for partners or relations. Therefore, we wanted to develop a programme virtually everyone can access, **because we come to you.**

Our course is genuinely available to anyone, regardless of your age, family circumstances, or disabilities. Providing you have a basic qualification in Maths and English, or the ability achieve such qualifications with our help and support, then we can train you.

With the help of our training, we can find you work. Sometimes with ourselves, working from home.

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<b>What types of roles? There are 3 different roles which we currently train on</b>
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**Sample Job Description – INCOME Example**

- (1) Work as part of the Income team, giving income related and general advice.
- (2) Manage rent accounts and other housing related debts, on a regular basis to identify cases that require action.
- (3) Call Councils to discuss existing Housing Benefit claims and new applications.
- (4) Contact residents in arrears and negotiate repayment agreements. Undertake survey work in respect of Universal Credit and Welfare Benefit Reform.
- (5) Take corrective action when Agreements are not maintained, adhering to the Ministry of Justice Pre-action Protocol for Rent Possessions.
- (6) Support the Income Manager and Senior Income Officers to carry out their duties in the most efficient way, suggesting, where relevant, ways to make the administration of the Service more efficient and effective.
- (7) Maintain performances targets consistent with the role of Income Support Assistant.

**Sample Job Description – LEASEHOLD Example**

- (1) Work as part of the Leasehold team giving leasehold, purchase, service charge and collections related general advice regulations and rights within the lease.
- (2) Manage leasehold accounts, shared owners, sublets on a regular basis to identify cases that require action for collection, queries, re-sale and advice.
- (3) Call customers to discuss existing enquiries and payment arrangements. Undertake customer surveys to maintain active records of home owners, investment landlords and private sub-lets.
- (4) Contact residents in arrears and negotiate repayments, contact lenders as required.
- (5) Take corrective action observing lease clauses and mortgage protection requirements.
- (6) Support the Leasehold Service Manager and Senior Officers to carry out their duties in the most efficient way, suggesting approaches to administration, record keeping and customer service.
- (7) Maintain performances and customer satisfaction targets consistent with the role of a support officer.

**Sample Job Description – HOUSING ASB Example**

- (1) Work as part of an estate management or anti-social behaviour team, giving support and general advice to residents.
- (2) Manage casework and reports of nuisance on a regular basis to identify which cases that require action.
- (3) Call partners and agencies to discuss existing casework and to address new complainants.
- (4) Contact residents regularly and ensure they are updated with actions, commitments, outcomes and decisions. Undertake survey and collate feedback of open and closed casework.
- (5) Suggest action when breaches occur or when behaviour is anti-social based on procedures and guidance.
- (6) Support the Team Estate or ASB Manager and senior officers to carry out their duties in the most efficient way, suggesting, where relevant, ways to make the administration of the Service more efficient and effective.
- (7) Maintain performance and qualitative targets consistent with providing an excellent customer service.

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<b>What type of person will you be – or what will be required of you?</b>
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### **Person Specification**

Key skills will be required which may be developed during the programme:

- Reading to a confident level to follow instructions, guidance, booklets, procedures.
- Writing to enable clear messaging, note taking and record keeping.
- Good Numeracy to be able to work out simple calculations with a calculator.
- Good English Language to be able to discuss casework and convey instructions.
- Ability to follow instructions, manage personal workload and develop self.
- IT Literacy would be an advantage but not essential.

Behaviours are essential to employers and the right person will display the following:

- Open and honest in communicating with residents with confident supportive manner.
- Able to act professionally when addressing individual concerns while offering advice.
- Trustworthy and reliable to get the job done as and when required.
- Work efficiently with focus and use common sense to achieve desired results.
- Compassion and objectivity when dealing with individuals.

### **Technical Requirements:**

Residents must have wifi, internet connection at home.

Direct access to a computer, laptop or pc (may be provided by Landlord).

Monitoring equipment, software, datasets will be provided for placements.

<b>Course Outline</b>
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- 1) **Phase One, Learning the basics** - commitment 2 hours per week for 6 - 10 weeks – travel may be occasional but most home-based work through on line training, webinars, conference calls. Progress is dependent upon personal motivation, extra learning and knowledge retention.
- 2) **Phase Two - Part-time trainee programme** – commitment to paid hours (trainee level), training, case-loads and progress reviews. Additional personal development training, plus orientation to new work environments, competency to increase to employable with experience 3 – 4 months.
- 3) **Phase Three – Practitioner entry level** - minimum suggested period after 4 months – application into vacancies within participating host organisations – entry into paid role as officer, either part time or full time, subject to preference and availability.

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### What are the benefits?

**Location:** Home based and workspace, office based. Training may involve attending different work places. For volunteers travel expenses will be paid.

**Pay:** after successful volunteer training, you get paid if you are a trusted trainee until you become an expert working for us or another organisation.

**Professional:** working as part of a successful venture which adds value.

### What happens next?

Landlord based assessments can be used or bespoke tests to assess suitability onto programme. This can be on line on site, pc based or hard version on site. However, the most common gauge will be the volunteer placements and referrals by the Landlord.

Each stage will require levels of attainment which will be assessed by Learn to Hope. This will include both qualitative and quantitative input from customers, landlords and trainers.

Once referrals have been made to Learn to Hope, we will consider the candidates and initially set up an informal review of residents put forward for the programme. Progression through the programme is not guaranteed and is subject to individuals demonstrating improvement, adaptability and learning. Volunteer placements lead to Trainees and then to entry level Practitioner.

### Our Values – we live by our values every day

*People:* Create a team where we train and work while people are inspired to achieve their best

*Individuality:* people are respected for their diverse backgrounds, abilities and interpersonal styles which develops how we innovate and creates energy to succeed

*Partnership:* An environment in which everyone works together, is empowered to contribute, recognized for their effort, celebrated for their success

*Compassion:* Be empathetic and respectful while we progress knowing everyone has experiences and ways to develop, cope and achieve

*Productivity:* To be a highly effective, lean dynamic organisation, providing value for money while pushing boundaries