



## Supported Housing Officer

### Ron Jones House and Phoenix Place

**Hours:** 37 hours per week. Monday – Friday

**Part of the:** Support Services Department

**Responsible to:** Team Leader

## Purpose

To work in partnership as part of the Ron Jones House, Phoenix Place and the St Mungos Team, the Rough Sleepers Prevention Service (RSPS), that delivers a psychologically informed housing and support service to vulnerable single males in the early stages of or with a background of homelessness. Working across sites within our services, part of the role includes working with the residents to secure permanent and suitable move-on accommodation. You will support them to develop and/or rebuild their confidence to obtain the skills required to maintain their tenure successfully and contribute positively to the communities in which they live.

## Responsibilities: A Supported Housing Officer will:

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| ✓ Establish and maintain trusting relationships with residents, maintaining regular contact and facilitating a co-produced planned programme of support.   | ✓ Assess the support needs and risks of residents in line with organisational Support Delivery and Risk Management procedures                     |
| ✓ Assist residents to identify and access appropriate move on accommodation  | ✓ Promote opportunities and encourage the raising of aspirations of the residents you support in education, training and employment               |
| ✓ Monitor and manage rent accounts, ensuring arrears are addressed in line with organisational procedure   | ✓ Deliver welfare benefits and budgeting advice to residents to ensure their income is maximised with financial resilience and capacity increased |
| ✓ Participate in undertaking Health and Safety checks and inspections. Proactively contribute and support the Team Leader to ensure the service and building are in line with our Health and Safety Compliance Framework | ✓ Achieve individual KPIs whilst working in accordance with all relevant policies and procedures  |

- ✓ Work in partnership with external agencies such as the RSPS to facilitate the effective delivery of support and improve outcomes for those receiving our services
- ✓ Safeguard the welfare of vulnerable adults in line with organisational safeguarding policies and local procedures
- ✓ Be responsible for attending and completing mandatory and other required training, development and online courses, with a commitment to continual professional development
- ✓ Work positively with change and contribute to the development of services as and when required.
- ✓ Use IT effectively, working alongside colleagues and the Team Leader to maintain an effective case management and monitoring system and contribute to reports as necessary
- ✓ Deliver a diverse and culturally sensitive service, promoting equality of opportunity within all aspects of the role and wider service
- ✓ Work across services as and when required to ensure the delivery of the wider support service is maintained.
- ✓ Flexibility in your role is a must to meet the demands of the services and partnerships that we work with

## Qualifications and Experience: In this role a Supported Housing Officer will need the following:

- ✓ Experience and understanding of the causes of homelessness and social exclusion for vulnerable residents
- ✓ Up to date knowledge of Safeguarding and Protection from Abuse strategies as they relate to children and adults, with the ability to identify risk, including how and when to report concerns
- ✓ Experience and understanding of housing management issues including rent collection, void management, property maintenance and ASB
- ✓ Working knowledge of the welfare benefits system
- ✓ Good level of IT literacy, experience of operating case management systems and ability to carry out own administrative workload.
- ✓ Experience of delivering tailored support to people in a supported housing environment
- ✓ Knowledge of Psychologically Informed Environments and practice
- ✓ Experience of working as part of a team, with a strong commitment to joint working and flexible approach
- ✓ Experience of assessing the strengths, support needs and risk of vulnerable people and facilitate a co-produced programme of support
- ✓ Experience of promoting equality of opportunity and resident empowerment

## It would be great if you could also:

- ✓ Have experience of supporting people who are survivors of domestic abuse, or currently experiencing it
- ✓ Have experience of supporting people with mental ill health
- ✓ Have experience of delivering strength based and trauma informed support

## Skills and Abilities: In this role a Supported Housing Officer will need the following:

- ✓ Excellent communication skills, with the ability to communicate at all levels both orally and in writing, tailoring to individual need when required
- ✓ Excellent engagement skills coupled with the ability to identify barriers to engagement, break them down whilst respecting and paying attention to people's needs
- ✓ Ability to work in partnership with multiple agencies, including statutory agencies to improve outcomes for those receiving our services
- ✓ Ability to maintain accurate and up to date records by using common Microsoft Office packages, Excel, Word, Outlook and other systems and software
- ✓ Empathy with the causes of homelessness for vulnerable residents and the barriers they face.
- ✓ Ability to identify and raise the aspirations of those receiving our services, encouraging education, training and employment
- ✓ Ability to advocate for those receiving our services
- ✓ Self-motivation and tenacity, with the ability to work under pressure at times, managing time and competing priorities effectively
- ✓ A commitment and ability to work outside planned and scheduled hours as and when needed
- ✓ Ability to positively work with change and contribute to the development of services as and when required, including gaining the views and involvement of those you support

## It would be great if you could also:

- ✓ Demonstrate experience and knowledge of participating in, and facilitating Reflective Practice
- ✓ Have experience in writing concise and accurate safeguarding reports



## Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

A Supported Housing Officer lives by the Elim CAREs values:



### GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



### FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



### LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



### MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



### PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



### HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts