

Job Title: Housing Support Officer

Responsible to: Assistant Manager

The Role:

With a focus on excellent customer service, effective communication and a passion for helping people at a time of need, you will provide housing related support interventions to people with a wide variety of support needs, which will help prevent homelessness and enable tenancy sustainment.

Your person-centred approach will empower customers to develop the necessary skills and motivation to improve their lives and successfully live independently. Service outcomes will improve tenancy sustainment, reduce social isolation and support access to community services.

Naturally you'll also be an excellent ambassador, developing strong relationships with Alliance's partners, customers and your peers.

The Key Activities:

- *Deliver person centred support to customers who often present with complex needs requiring a skilled response e.g. those in crisis, with complex welfare benefit issues or at risk of homelessness*
- *Maintain a caseload of customers with varying levels of support needs*
- *Be flexible in response to taking cases with priority or urgent needs*
- *Implement robust needs and risk management plans which are not risk averse*
- *Provide support to access all welfare benefits, housing/council tax, pensions, discretionary payments etc and provide support with appeals, reconsiderations and backdating requests*
- *Provide support, advice and guidance regarding housing, health, social care, budgeting, benefits, debt management and employment*
- *Apply for financial support through charities and local funds to assist customers with resettlement, sustaining tenancies and staying safe*
- *Provide brief and longer-term support interventions which will meet customer's needs.*
- *Offer up-to-date advice and guidance around housing, homeless and tenancy law*
- *Attend community drop-ins and participate in duty rota's providing a responsive service*
- *Signpost and make referrals to specialist services.*
- *Provide assistance to the R&A Team .*
- *Case notes and reporting systems are up-to-date, objective, accurate and comply with GDPR*
- *Manage workload in line with the annual targets and objectives*
- *Provide support in the most cost-efficient way, according to customer need e.g. telephone, online, face to face, at drop-in's etc*
- *Ensure that all safeguarding concerns are reported and recorded in line with local policy and procedure*
- *Complete and remain up-to-date with all role and corporate compliance training and identify additional training to support your professional development*
- *Participate in customer engagement initiatives and take part in service promotion activities as requested by managers*

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What do you need to do the role?

- *Genuine empathy with the purpose of housing associations and support providers and customers.*
- *Strong verbal, written communication, presentation and interpersonal skills*
- *High level IT literacy and keen adopter of digital technology and flexible working methods*
- *Experience of working in a housing, social care or customer focussed environment*
- *Good understanding and operational experience of the responsibilities*
- *Ability to work sensitively with customers who present with complex needs e.g. substance misuse, domestic abuse, poor mental health, learning difficulty, hate crime etc*
- *Awareness of the issues that can affect those in need of support e.g. socio-economic factors, welfare benefits, isolation, homelessness, substance misuse, health, debt, fuel poverty, unemployment etc.*
- *Current knowledge of local private housing and homelessness provision, voluntary / statutory health and social care services and voluntary sector services .*
- *Ability to manage the risks associated with lone working and comply with lone working systems*
- *Knowledge of Adult Safeguarding and Child Protection Protocols*
- *Ability to maintain professional boundaries and confidentiality*
- *Able to travel to other locations in the operating area, when required*
- *the operating area when required*

It would be great if you also had:

- *NVQ Level 3 in Health and Social Care, or equivalent, or a relevant housing or support qualification e.g. NCFE L2 Tenant Support in Social Housing – or a willingness to work towards this.*
- *Strong business skills, integrity and personal values*
- *Good influencing and negotiating skills, and advocacy skills*
- *Able to make, and be accountable for, sound, evidence-based judgements*
- *Able to identify opportunities and solutions to risks*
- *Able to work confidently and collaboratively with colleagues with energy and enthusiasm*

Acknowledgment:

Your manager will agree specific objectives with you, and your performance against those objectives will be reviewed on a regular basis.

Signature:

Date: