



# Supported Housing Officer

Priory Court

**Hours:** 37.5 hours per week. The service is staffed 365 days per year 8am-8pm including Bank Holidays

Part of the: Support Services Department

Responsible to: Team Leader

## Purpose

To work as part of the Bristol Parents Alliance team to deliver psychologically informed housing and support services to vulnerable parents who have a background of homelessness. This includes working with them to secure more permanent suitable move-on accommodation and supporting them to develop the skills to maintain their tenure successfully and contribute positively to the communities in which they live.

## **Responsibilities:** A Supported Housing Officer will:

✓	Establish and maintain trusting relationships with parents, maintaining regular contact and facilitating a co -produced planned programme of support.	✓
✓	Assist parents to identify and access appropriate move on accommodation	$\checkmark$
✓	Monitor and manage rent accounts, ensuring arrears are addressed in line with organisational procedure	✓
$\checkmark$	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	<b>√</b>

Assess the support needs and risks of parents in line with organisational Support Delivery and Risk Management procedures

Promote opportunities and encourage the raising of aspirations of the parents you support in education, training and employment

Deliver welfare benefits and budgeting advice to parents to ensure their income is maximised and financial resilience and capacity increased

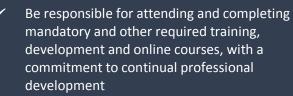
Achieve individual KPIs whilst working in accordance with all relevant policies and procedures



Work in partnership with external agencies to facilitate the effective delivery of support and improve outcomes for those receiving our services



Safeguard the welfare of children, young people and vulnerable adults in line with organisational safeguarding polices and local procedures





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.

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

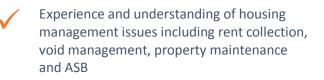
$\checkmark$	Experience and understanding of the causes of homelessness and social exclusion for	$\checkmark$	Experience of delivering tailore in a supported housing enviror

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vulnerable parents



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





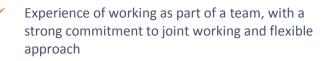


Good level of IT literacy, experience of operating case management systems and ability to carry out own administrative workload.

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Knowledge of Psychologically Informed Environments and practice





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:



Demonstrate knowledge and experience of promoting parenting skills and healthy routines

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:





Demonstrate experience and knowledge of participating in, and facilitating Reflective Practice



Have experience in writing concise and accurate safeguarding reports and a working knowledge of child protection case conferences and reviews



## 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:



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### 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.



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



PENSION AND LIFE ASSURANCE We are a member of the Social Housing Pension Scheme



# FLEXIBLE WORKING

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



### MILEAGE EXPENSES

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



### HEALTHSHIELD BENEFITS

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