



Supported Housing Officer

Ron Jones House

Hours: 37.5 hours per week. Monday – Friday being flexible to fit the needs of the clients.

Part of the: Support Services Department

Responsible to: Team Leader

Purpose

To work as part of the Ron Jones House team that delivers a psychologically informed housing and support service to vulnerable single males with a background of homelessness. 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:

✓	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 and 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 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 polices 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

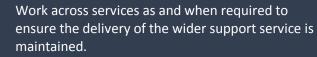


Work positively with change and contribute to the development of services as and when required.

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



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

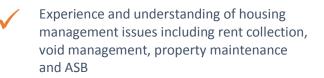


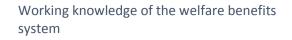
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vulnerable residents



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





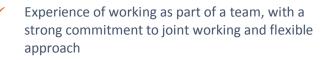


Good level of IT literacy, experience of operating case management systems and ability to carry out own administrative workload.





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

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:



1

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