



Housing and Support Officer

Manor Gardens, Gloucester

Hours: 37.5 hours per week

Part of the: Support Services Department

Responsible to: Area Support Manager North

Responsible for: Cleaning contract at Manor Gardens

Purpose

The Housing & Support Officer is expected to have day to day responsibility for service delivery for Manor Gardens and Newstead Road as part of the management agreement with the Barnwood Trust. This includes providing low level housing related support services for resident who opt for this support delivery and intensive housing management for all the residents. The Housing & Support office provides housing management services for the eight one bedroom flats at Claremont Road, liaising with Rethink team who deliver housing related support.

Responsibilities: A Housing and Support Officer will

- ✓ Deliver excellent customer service to all internal and external customers in line with our customer involvement strategy and support services policy & procedure
- ✓ Embed the culture of continuous improvement within our services.
- ✓ Ensure effective support and housing management service is delivered, via the use of outcome tools and systems, reviewing impact and ensuring a psychologically informed approach underpins support work.
- ✓ Positively work with change and contribute to the development of services as and when required
- ✓ Be responsible for the maintenance and security of the buildings under your remit, in line with our health and safety compliance framework
- ✓ Be responsible for attending and completing mandatory and other required training, development, and online courses
- ✓ Use IT effectively to capture and enhance the delivery of front - line services, and aid effective reporting of outcomes internally and externally.
- ✓ Contribute to and participate in the appraisal and performance management process.

- ✓ To ensure data is recorded and contribute to the production monthly and quarterly reports for the Barnwood Trust in line with contractual requirements.
- ✓ Achieve individual and service KPI's and contribute to departmental KPIs. Work in accordance with all relevant policies and procedures.
- ✓ Promote community connection and wellbeing, co-ordinating and recording outcomes of community events
- ✓ Communicate and consult with residents, staff, and stakeholders clearly, and with transparency.
- ✓ 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 Housing and Support Officer will need the following:

- ✓ Experience of working in a supported housing service or relevant support delivery role.
- ✓ Knowledge of housing legislation relating to tenancies, and court proceedings.
- ✓ Knowledge of support services delivery and understanding of delivering services within a Psychologically Informed environment.
- ✓ Knowledge of issues older and disabled people experience.
- ✓ Up to date knowledge of Safeguarding and Protection from Abuse strategies as they relate to adults, with the ability to identify risk.
- ✓ Excellent level of IT literacy, operate case management systems and ability to carry out own administrative workload.
- ✓ Working to promote equality, diversity and inclusion within the workplace and service delivery.
- ✓ Knowledge of the welfare benefits systems
- ✓ Understanding of the causes of homelessness and social exclusion for vulnerable people.
- ✓ Experience of proactive risk management and contingency planning.
- ✓ Experience and understanding of housing management issues including rent collection, former arrears, void management, property maintenance and ASB.
- ✓ Experience of working in services in line with quality assurance, health and safety compliance, and Data Protection (1998) legislation and frameworks.

Driving license and access to a vehicle are essential.

It would be great if you could also:

- ✓ A relevant qualification in social care, or housing
- ✓ Experience and knowledge of participating in reflective practice
- ✓ Experience of supporting people who are, or have experienced trauma / ACES
- ✓ Knowledge of trauma informed support
- ✓ Experience of monitoring and reporting on service performance, identifying trends and address gaps in performance.

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

- ✓ Ability to lone work including time management and prioritising workload.
- ✓ Ability to be proactive and seek creative solutions to operational problems and provide learning and development opportunities for others.
- ✓ Ability to deliver excellent customer service and set a clear agenda.
- ✓ Takes responsibility for the work and decision making of self and ensures deadlines, targets and KPIs are met.
- ✓ Elim is working actively to promote equality of opportunity within our employment practices and in the delivery of our services. It is essential that the Housing & Support officer is willing and has the commitment and ability to work in accordance with such existing & future policies.
- ✓ Highly effective communication skills that allow for effective and clear communication with colleagues and partners at all levels, residents, and all service stakeholders.
- ✓ Ability to work as part of a strong, cohesive, and effective team.
- ✓ A positive approach and commitment to staff and resident consultation, engagement, and involvement.
- ✓ Self-motivation and tenacity, with the ability to work under pressure at times, manage competing priorities and organise workload effectively.
- ✓ Ability to write concise, structured, and factual reports.

It would be great if you could also:

- ✓ Apply existing knowledge to produce bid applications and participate in commissioning processes.
- ✓ Deliver in-house training and guidance sessions.
- ✓ Train the Trainer skills.



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 Housing and Support 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