



Supported Housing Officer

Gloucester Projects

Hours: 1 x 22.5 hours per week and 1 x 37 hours per week. The service is staffed Monday to Friday 0900-1700 hrs

Part of the: Support Services Department

Responsible to: Team Leader

Purpose

To work as part of the Gloucester project team to deliver psychologically informed housing and support services to vulnerable young parents who have a support need. 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 individuals, maintaining regular contact and facilitating a co-produced planned programme of support.
 - ✓ Assist individuals to identify and access appropriate move on accommodation.
 - ✓ Monitor and manage rent accounts, ensuring arrears are addressed in line with organisational procedure.
 - ✓ 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.
 - ✓ Assess the support needs and risks of individuals in line with organisational Support Delivery and Risk Management procedures.
 - ✓ Promote opportunities and encourage the raising of aspirations of the individuals you support in education, training, and employment.
 - ✓ Deliver welfare benefits and budgeting advice to individuals 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.
- Facilitate a workshop that you can lead on with the individuals.

- ✓ Work in partnership with external agencies to facilitate the effective delivery of support and improve outcomes for those receiving our services.
- ✓ Safeguard the welfare vulnerable clients 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.

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 parents.
- ✓ Experience of delivering tailored support to people in a supported housing environment.
- ✓ 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.
- ✓ Knowledge of Psychologically Informed Environments and practice.
- ✓ Experience and understanding of housing management issues including rent collection, void management, property maintenance and ASB.
- ✓ Experience of working as part of a team, with a strong commitment to joint working and flexible approach.
- ✓ Working knowledge of the welfare benefits system.
- ✓ Experience of assessing the strengths, support needs and risk of vulnerable people and facilitate a co-produced programme of support.
- ✓ Good level of IT literacy, experience of operating case management systems and ability to carry out own administrative workload.
- ✓ 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:

- ✓ Excellent communication skills, with the ability to communicate at all levels both orally and in writing, tailoring to individual need when required.
- ✓ Ability to work in partnership with multiple agencies, including statutory agencies to improve outcomes for those receiving our services.
- ✓ Empathy with the causes of homelessness for vulnerable individuals and the barriers they face.
- ✓ Ability to advocate for those receiving our services.
- ✓ Ability to adapt to different situations and use problem solving skills in day to day case management.
- ✓ 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 maintain accurate and up to date records by using common Microsoft Office packages, Excel, Word, Outlook and other systems and software.
- ✓ Ability to identify and raise the aspirations of those receiving our services, encouraging education, training and employment.
- ✓ Self-motivation and tenacity, with the ability to work under pressure at times, managing time and competing priorities effectively.
- ✓ 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:

 <p>C</p> <p>CUSTOMERS FIRST</p> <p>Customers are at the heart of our services and decision making.</p>	 <p>A</p> <p>ASPIRATIONAL & ACCOUNTABLE</p> <p>We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.</p>	 <p>R</p> <p>RESULTS</p> <p>We work hard and deliver great results for our customers and for Elim.</p>	 <p>E</p> <p>EVERYONE'S VIEW MATTERS</p> <p>We listen to understand, improve and build our services.</p>	 <p>S</p> <p>SUPPORTIVE</p> <p>We tackle challenges head on and inspire each other to achieve our potential.</p>
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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.



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