

Homes that change people's lives



Supported Housing Officer

Priory Court, Knowle, Bristol

Hours: 37 hours per week. Based at our scheme in Knowle. The service is staffed 8am to 6pm, Monday to Friday, including all bank holidays.

Part of the: Support Services Department

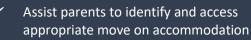
Responsible to: Team Leader

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.





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 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



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



Deliver a diverse and culturally sensitive service, promoting equality of opportunity within all aspects of the role and wider service

contribute to reports as necessary



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

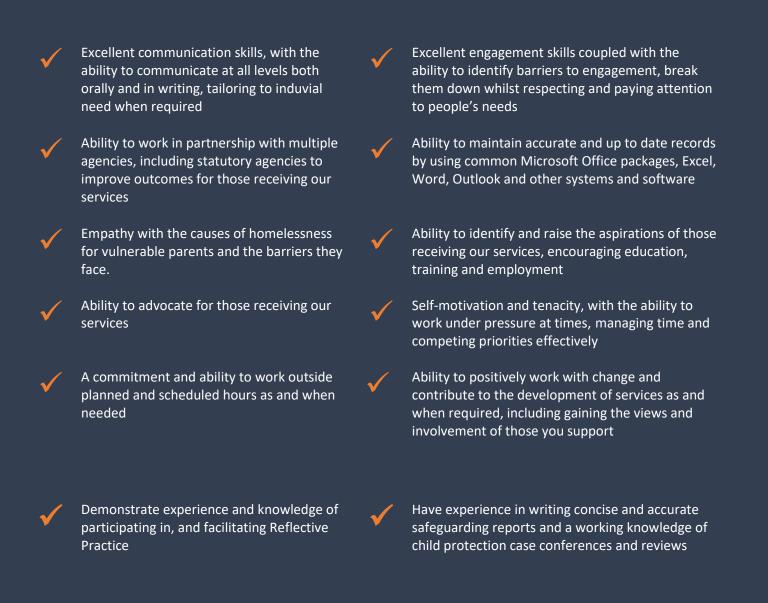
Have experience of supporting people who are survivors of domestic abuse, or currently experiencing it



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:





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