



Homes that change  
people's lives

## Job Advert: Supported Housing Officer

### Details

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**Reference**

000135

**Salary**

£20,500 - £21,000 dependent on experience

**Department**

Supported Housing

**Hours**

37.5

**Job Type**

Permanent

**Location**

Yate and Staple Hill, South Gloucestershire

**Closing Date**

Sunday, 24 January 2021

**Planned Interviews**

Tuesday, 02 February 2021

### Job Description

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Elim Housing Association is a provider of housing and support services in the West of England and Gloucestershire, our vision is 'to meet housing need and deliver homes that change people's lives'. Elim's aim for it's customers is 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:

- C Customers First – Customers are at the heart of our services and decision making.
- A Aspirational and Accountable – We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.
- R Results – We work hard and deliver great results for our customers and for Elim.
- E Everyone's view matters – We listen to understand, improve and build our services
- S Supportive – We tackle challenges head on and inspire each other to achieve our potential.

This role is a newly developed position, as part of the rough sleeper intuitive. Offering Psychologically informed housing and support to vulnerable adults. We have one 6 Bedroom shared house and one 5 Bedroom shared house, both based in South Gloucestershire. We provide low to medium tailored 1-2-1 support to 11 residents, both men and women between the age of 18 and 65 who are at the risk of homelessness. We support residents to sustain and gain the confidence and skills to successfully maintain their tenancy and to secure permanent housing to enable them to live independently.

What you will be doing:

- Monitor and manage rent accounts, ensuring arrears are addressed in line with organisational procedure
- Establish and maintain trusting relationships with individuals, maintaining regular contact and facilitating a co-produced planned programme of support. establish and maintain trusting relationships with individuals, maintaining regular contact and facilitating a co-produced planned programme of support
- Deliver welfare benefits and budgeting advice to individuals to ensure their income is maximised and financial resilience and capacity increased
- Assist individuals to identify and access appropriate move on accommodation
- Promote opportunities and encourage the raising of aspirations of the individuals you support in education, training and employment

## Person Specification

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What you will need to be successful:

- Experience and understanding of housing management issues including rent collection, void management, property maintenance and ASB
- Working knowledge of the 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.
- 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
- Experience of promoting equality of opportunity and resident empowerment
- Experience and understanding of the causes of homelessness
- Full driving license and access to your own vehicle.

Full details of requirements are in the Job Profile.

## Benefits

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Elim employees benefit from:

- 25 days annual holiday rising to 30 days.
- Company pension.
- Life Assurance.
- Annual bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free car parking

Full details of Elim benefits are [here](#)

## Contact Us

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Call: 01454 411172

Email: [HR@ElimHousing.co.uk](mailto:HR@ElimHousing.co.uk)

## About US

### **Providing homes, supporting people.**

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.