



Homes that change  
people's lives

## Job Advert: Supported Housing Officer

### Details

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**Reference**

001357

**Salary**

£23,526

**Department**

Housing

**Hours**

37

**Job Type**

Permanent

**Location**

Ron Jones House & Phoenix Place

**Closing Date**

Wednesday, 20 September 2023

**Planned Interviews**

Thursday, 28 September 2023

### Job Description

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Elim Housing Association is a provider of housing and support services in the West of England and Gloucestershire. We are looking for a Supported Housing Officer to join our team.

*'Although it might be a challenging role at times, it is so rewarding and a privilege to be part of people's life's journey. If you'd like to make a difference in your career and other's people lives, this role is for you. Elim is a supportive organisation with a great sense of community and fairness. I have felt so encouraged and supported since the minute I started.'*

#### *Elim Colleague*

Ron Jones House is located in central Bristol and houses men aged 22+ who are either experiencing or are at risk of homelessness. Phoenix Place is also located in central Bristol and houses single women and mothers and babies at risk of homelessness.

Ron Jones House and Phoenix Place are working with St Mungos to deliver the Rough Sleepers Prevention Service which provides short-term accommodation at these two projects. In this newly created role you will work with 12 short-term rough sleepers at Ron Jones House and three at Phoenix Place plus a small caseload of residents at RJH.

We are looking for an organised and driven Supported Housing to deliver a psychologically informed housing and support service to benefit the client groups we serve

What you will be doing:

- Assess the support needs and risks of residents in line with organisational support delivery and risk management procedures
- To work in partnership with external agencies to facilitate the effective delivery of services to clients that promotes growth and their development
- Effectively delivering personalised support services to all clients to help improve outcomes including financial resilience, welfare benefit and budgeting advice to ensure income is maximised for preparation of when moving on to independent living
- Keeping customers first and effectively delivering all aspects of housing management services such as rent and service charge monitoring and safeguarding.
- To use IT effectively to ensure the delivery of frontline services and effective reporting of KPI outcomes

### Person Specification

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What you will need to be successful:

- Putting customers first. An understanding of resident support needs and being able to help them to find solutions
- Open to change, embraces improvement and takes on board new ideas
- Understands the importance of quality service delivery and its impact on business success. Strives to deliver high quality affordable services
- Empathy, an understanding of residents' views and being able to encourage colleagues to do the same.
- Effective time management in a fast-paced environment and being able to prioritise your own workload. Take a proactive approach to targets and plans ahead.

Full details of the requirements of the role are detailed in the Job Profile.

## Benefits

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Elim recognises our highly-skilled and dedicated colleagues are our greatest asset in achieving our vision. Elim colleagues benefit from:

- 25 days annual holiday rising to 30 days.
- Paid day off for your birthday each year.
- Access to training and career development through Elim Skills Academy
- Company pension.
- Life Assurance.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free on street parking
- Ability to work from home on occasion to complete training and admin.
- Mileage expenses reimbursed.

Elim's full benefits are detailed [here](#) and more information about our culture and values can be found [here](#).

## Contact Us

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## 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.