



Homes that change
people's lives

Job Advert: Supported Housing Officer - Supported Housing

Details

Reference

002267

Salary

26-28k

Department

Support Services

Hours

36.5

Job Type

Permanent

Location

Phoenix Place

Closing Date

Monday, 16 March 2026

Planned Interviews

Monday, 23 March 2026

Job Description

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

Phoenix Place is a low level, level 4 service within pathway 3 – Womens pathway. We house a total of 55 residents (30 single women and 25 mothers and babies) We provide housing related support that focuses on preparing individuals to live and contribute out in the community.

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

What you will need to be successful:

- 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 parents and the barriers they face.
- Ability to identify and raise the aspirations of those receiving our services, encouraging education, training and employment
- Ability to maintain accurate and up to date records by using common Microsoft Office packages, Excel, Word, Outlook and other systems and software

Benefits

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.
- Annual bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking
- Ability to work from home on occasion to complete training and admin.

For full details of Elim's benefits, culture and values please visit our website where you will also find colleague stories, sharing what it's like working for us.

Contact Us

Units 3 & 4, Pinkers Court,
Briarlands Office Park, Gloucester Road,
Rudgeway, South Gloucestershire
BS35 3QH

Call: 01454 411172
Email: 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.