



Homes that change  
people's lives

## Job Advert: Supported Housing Officer

### Details

---

**Reference**

000330

**Salary**

£20,835 - £21,335 pro rata dependent on experience

**Department**

Supported Housing

**Hours**

15 hours per week

**Job Type**

Permanent

**Location**

Gloucester

**Closing Date**

Sunday, 04 July 2021

**Planned Interviews**

Tuesday, 13 July 2021

### Job Description

---

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.

To work as part of the Gloucester projects young parents' scheme to deliver psychologically informed housing support to young parents. Young Parents Service is a project to help support parents in gaining the confidence and skills to be able to move out into the community. The project is for couples and single parents with support needs to gain the skills and experience to move into the community. We are staffed 5 days a week 9am to 5pm. We are looking for one part time (15 hours per week) Supported Housing Officer.

What you will be doing:

- Establish and maintain trusting relationships with individuals and delivering housing support working alongside other professionals to deliver a programme of support.
- Assist and support individuals in a successful move on including helping them access and identify appropriate accommodation, fill in housing application forms and gather relevant supporting evidence as required.
- Monitor and manage rent accounts ensuring arrears are addressed in line with organisational policy and procedure.
- Promote opportunities and encourage raising aspirations of individuals you support in training, education and employment.
- Achieve individual KPI's whilst working in accordance with all policies and procedures.

- Deliver benefit and welfare advice to ensure that individual's income is maximised and financial resilience and capacity increased.

## Person Specification

---

What you will need to be successful:

- Up to date knowledge of safeguarding and protection from abuse strategies for both adults and children, with the ability to identify risk including how and when to report concerns.
- Good level of IT literacy, experience of operating case management systems and ability to manage own case load and work effectively.
- Knowledge of psychologically informed environments and practice
- A good understanding and experience of housing management including rent management, void management, property management and ASB.
- Working knowledge of welfare and benefit system
- Experience of promoting equality and diversity.

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

## Benefits

---

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 onsite car parking

Full details of benefits can be found [here](#)

## 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](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.