



Homes that change
people's lives

Job Advert: Housing & Support Officer

Details

Reference

000369

Salary

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

Department

Supported Housing

Hours

22.5 - 37.5 hours per week

Job Type

Permanent

Location

Manor Gardens, Gloucester

Closing Date

Thursday, 01 July 2021

Planned Interviews

Friday, 09 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 its 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.

The Housing & Support Officer is expected to have day to day responsibility for service delivery for Manor Gardens and Newstead Road as part of the management agreement with the Barnwood Trust. This includes providing low level housing related support services for resident who opt for this support delivery and intensive housing management for all the residents. The Housing & Support office provides housing management services for the eight one bedroom flats at Claremont Road, liaising with Rethink team who deliver housing related support.

You will be an ambassador for Elim, leading by example to represent our values, vision, and aspirations in delivering services, and provide services that contribute to Elim's Business plan, ensuring such services are delivered in line with our Psychologically Informed Framework and practice. You will ensure all services are delivered using the Elim CARES values.

What you will be doing:

- Deliver excellent customer service to all internal and external customers in line with our customer involvement strategy and support services

policy& procedure

- Ensure effective support and housing management service is delivered, via the use of outcome tools and systems, reviewing impact and ensuring a psychologically informed approach underpins support work.
- Be responsible for the maintenance and security of the buildings under your remit, in line with our health and safety compliance framework
- Promote community connection and wellbeing, coordinating and recording outcomes of community events
- Positively work with change and contribute to the development of services as and when required

Person Specification

What you will need to be successful:

- Ability to lone work including time management and prioritising workload
- Ability to work as part of a strong, cohesive, and effective team.
- Self-motivation and tenacity, with the ability to work under pressure at times, manage competing priorities and organise workload effectively
- Ability to be proactive and seek creative solutions to operational problems and provide learning and development opportunities for others.
- Highly effective communication skills that allow for effective and clear communication with colleagues and partners at all levels, residents, and all service stakeholders.
- Driving license and access to a vehicle are essential.

For full details of the requirements of the role please see 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 car parking at Mynd House

For full details of benefits see [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.