



Homes that change  
people's lives

## Job Advert: Supported Housing Officer

### Details

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**Reference**

000707

**Salary**

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

**Department**

Supported Housing

**Hours**

37.5 hours per week

**Job Type**

Permanent

**Location**

Central Bristol

**Closing Date**

Sunday, 05 December 2021

**Planned Interviews**

Monday, 13 December 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 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.

Ron Jones House is located in central Bristol and houses men aged 22+ who are either experiencing or are at risk of homelessness.

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.

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
- Is 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.

For full details of the requirements of the role please see 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 onsite car parking

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

## Contact Us

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Units 3 & 4, Pinkers Court,  
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Call: 01454 411172

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

## About US

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### **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.