

Role Profile

Role Title:	Housing and Support Officer
Department:	Inclusion Services
Role Purpose:	As a Housing and Support Officer you'll provide a safe and supportive environment for our customers - working with families, including those in need of temporary accommodation, to equip them with the skills they require to move onto and be successful in maintaining independent living.
Reporting to:	Services Manager
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • To identify the needs of current and potential customers through interviews, risk and needs assessments and support planning processes; allocating support monitoring and recording progress through frequent support meetings and reviews. • Support customers to access external support as required and assist with referrals or signposting to other agencies. • Ensure void properties are let with minimal void lose, including bagging and tagging customer belongings and some cleaning of void rooms. Carry out customer sign up's and ensuring that the appropriate documentation is submitted. • Monitor customer rent accounts and liaise with relevant departments such as Housing Benefit, DWP and/or the Income Team. • To provide advice and support to customers to enable them to resolve disputes, Managing complaints and investigating reports of anti-social behaviour taking a complainant centred approach • Ensure customers understand their obligations in respect of their license agreements and address any breaches that are reported or identified. • To meet the needs of all customers in line with the housing related support detailed in the service specifications and contracts. • To support customers with moving on from the service including completing tenancy reports, liaising with providers of accommodation and housing benefit departments and providing practical advice. • Ensure that our customer records are up to date, accurate and maintained in line with data protection and confidentiality policies. • To complete all day to day housing administration tasks as directed by your line manager. • • To ensure the safety of children and vulnerable adults in line with
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	<p>Midland Heart policies and procedures</p> <ul style="list-style-type: none"> • To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position. To include weekly housekeeping checks, maintenance and water checks and contractor Inductions. • To provide support necessary to effectively respond to incidents and to report these according to procedural requirements • To undertake other duties commensurate with the grading of the post as may be required from time to time.
Education, Qualifications and Training	<ul style="list-style-type: none"> • G.C.S.E English and Mathematics or equivalent • NVQ in Health & Social Care (not essential)
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of: <ul style="list-style-type: none"> ○ Working with socially excluded groups and individuals in housing need. ○ Assessing risk and needs of individuals. • Knowledge of: <ul style="list-style-type: none"> ○ Issues relating to homelessness. ○ The benefits system.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Good verbal and written communication skills. • Ability to use various IT systems and have good keyboard skills • Good self-organisation skills with the ability to prioritise tasks • Ability to work as part of the team but also use own initiative, sometimes in circumstance under pressure. Must be proactive and solution focussed in addressing customers' presenting issues. • Ability to deal with people in an assertive, fair and consistent manner.