

## Role Profile

<b>Role Title:</b>	Housing Support Officer
<b>Department:</b>	Supported Living
<b>Role Purpose:</b>	<p>To deliver professional, pragmatic, outcome focused support to equip our customers with the skills that they require to move on and be successful in maintaining independent living.</p> <p>To provide support and advice on different issues which are likely to include a number of the following areas; homelessness and housing, tenancy, welfare and housing benefits, debt, employment, child protection and adult protection.</p>
<b>Reporting to:</b>	Senior Housing Support Officer
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Enhanced DBS
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To interview potential customers, allocating support with regard to the relevant policies, selection criteria and allocations.</li> <li>• To identify the needs of customers through risk and needs assessments and support planning processes, monitoring and recording progress through frequent support meetings and reviews.</li> <li>• Support customers to access external support as required and assist with referrals or signposting to other agencies.</li> <li>• Encourage customers to use their time productively and to engage in some form of meaningful activity such as volunteering or engaging with their immediate and local communities.</li> <li>• To provide guidance and information to enable our customers to make decisions about their future education, training and employment.</li> <li>• Carry out customer sign up's and ensuring that the appropriate documentation is submitted.</li> <li>• Assist customers with benefit applications to ensure maximisation of income.</li> <li>• Monitor customer rent accounts and liaise with relevant departments such as Housing Benefit, DWP and/or the Income Team.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Formulate repayment plans with customers where former or current rent arrears have been identified.</li> <li>• To advise and assist in developing a range of social and leisure activities to meet the needs of the customers</li> <li>• Ensure customers understand their obligations in respect of their licence agreements and address any breaches that are reported or identified.</li> <li>• To meet the needs of all customers in line with the housing related support detailed in the service specifications and contracts</li> <li>• Support customers' involvement in reviewing service delivery and facilitating customer meetings</li> <li>• Facilitate and participate in other customer involvement activities as directed by your line manager.</li> <li>• 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.</li> <li>• Develop good working relationships with statutory and voluntary services ensuring that the best possible practice is maintained.</li> <li>• Ensure that our customer records are up to date, accurate and maintained in line with data protection and confidentiality policies.</li> <li>• To complete all day to day housing administration tasks as directed by your line manager.</li> <li>• Attend and contribute to staff meetings</li> <li>• To contribute to your own individual development by attending regular supervisions and annual reviews with your line manager.</li> <li>• To attend all scheduled training and/or briefings and to contribute to the training / development of other staff as and where appropriate.</li> <li>• To take an active role in service review processes and to contribute to improvements in service delivery.</li> <li>• To ensure the safety of children and vulnerable adults in line with midland heart policies and procedures.</li> </ul>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• GCSE grade C or equivalent.</li> </ul>

<b>Knowledge and Experience</b>	<p>Knowledge:</p> <ul style="list-style-type: none"> <li>• An understanding of issues in relation to homelessness</li> <li>• Knowledge relating to welfare benefits system including housing benefit regulations.</li> <li>• Health and Safety requirements of supported accommodation settings.</li> </ul> <p>Experience:</p> <ul style="list-style-type: none"> <li>• Experience of housing management</li> <li>• Experience of working with individuals with housing needs.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Skills:</p> <ul style="list-style-type: none"> <li>• IT systems and good keyboard skills.</li> <li>• Good organisational skills with the ability to prioritise tasks.</li> <li>• Excellent interpersonal skills.</li> <li>• Good verbal and written communication skills.</li> </ul> <p>Behaviours:</p> <ul style="list-style-type: none"> <li>• Enthusiastic and solution focussed.</li> <li>• Have a team work ethic.</li> <li>• Able to deal with people in an assertive, fair and consistent manner.</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> </ul>