

Job Description

ROLE: Supported Housing Officer

RESPONSIBLE TO: Team Leader

OVERALL PURPOSE OF POST

The main purpose of the role is to provide support and advice to clients to enable them to prepare for independent living.

MAIN TASKS AND RESPONSIBILITIES

1. To interview clients referred to the service and make an assessment on their suitability for acceptance to the hostel.
2. To induct new clients in line with scheme policy.
3. To provide advice to clients on welfare benefits, housing, training and employment opportunities and other issues as necessary.
4. To key work clients in line with SIH standard and to work with clients in producing outcome focused support plans.
5. Utilise knowledge skills and experience to recognise difficult or challenging client situations and use appropriate communication skills to influence the client's behaviour.
6. To assist clients in making claims for welfare benefits, to be responsible for the collection of Housing Benefit and weekly service charges and to deal promptly with rent arrears and any other breaches of the licence agreement in accordance with agreed policies and procedures.
7. Liaise with external agencies as appropriate to ensure the ongoing support needs of clients.
8. Work as part of a team and Health and Safety Guidelines to ensure the safety of clients and staff
9. To maintain accurate records including client files and data on admissions and departures from the service.
10. To deal with residents' complaints promptly and sensitively in accordance with SIH Complaints Policy.
11. To undertake housing management tasks including reception duties, taking rent and ensuring a clean and safe physical environment.
12. To ensure that all written work both for internal and external use is of a high standard.
13. To attend and contribute to weekly team meetings, shift handover meetings and other meetings as agreed with the Team Leader.
14. To work within and promote all of Sapphire's policies and procedures, and to promote Sapphire's core values and culture.

The list of tasks is not an exclusive one and duties may be varied from time to time by the Supported Housing and Services Manager. This job description is subject to regular review.

Person Specification and Competencies

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We are looking for people who are able to demonstrate strengths in the following key competencies which are important in this role. During the selection process we will be looking for evidence that you have demonstrated the following key competencies

1.0 Experience

- 1.1 Proven experience of working in supported housing.
- 1.2 Proven experience of assisting vulnerable people to identify personal goals through proactive and outcome focused support planning.
- 1.3 Proven experience in dealing positively and innovatively with clients exhibiting challenging behaviour.
- 1.4 Experience of developing and nurturing effective working relationships with statutory and voluntary agencies.
- 1.5 Experience of maximising income through the dealing with Housing Benefit and welfare benefits
- 1.6 Experience in identification and assessment of risk.

2.0 Skills and Abilities

- 2.1 Ability to plan, organise and prioritise workload and to meet deadlines
- 2.2 Ability to keep accurate and timely records.
- 2.3 Ability to analyse and evaluate data and produce clear and concise reports.
- 2.4 Ability to communicate effectively, verbally and in writing.
- 2.5 Ability to influence and negotiate.
- 2.6 Ability to implement management decisions.
- 2.7 Ability to positively influence staff morale and performance.

3.0 Knowledge

- 3.1 Knowledge of current housing legislation, welfare benefits legislation and other matters relevant to the successful support of clients.
- 3.2 Knowledge and understanding of good practice in housing management.
- 3.3 Knowledge and understanding of the complex needs and support requirements of vulnerable clients including those with mental health and/or substance dependencies issues.
- 3.4 Knowledge and understanding of how to use ICT and Microsoft Office applications.
- 3.5 Knowledge and understanding of working in a diverse environment.

4.0 Qualifications

- 4.1 To be educated to “A level” standard (or equivalent) and able to demonstrate this in both written and numeric skills.

5.0 Other

- 5.1 To work shifts on a 7 days’ rota system.