

# Housing Support Officer

Within the **Social Inclusion Team**



## SALARY

Up to £27,803

## RESPONSIBLE FOR

N/A

## RESPONSIBLE TO

Housing Support Team Leader

## CORE PURPOSE

Assisting customers to sustain tenancies & improve wellbeing.



The Housing Support Officer's key priority is to provide a broad range of housing related support to customers with the aim of enhancing tenancy sustainment & improving wellbeing.

Assessing risk, working effectively with in- house teams and external statutory & voluntary agencies such as Social Care and Probation services for the benefit of customers is key to success in this role.

Conducting regular tenancy visits, reviewing action plans & completing risk assessments will form an essential element of the role in order to foster effective relationships & support customers to sustain tenancies and develop essential life skills.

In addition to supporting customers in a range of community settings, the Housing Support Officer will be delivering customer facing support from Cornerstone alongside the wider Social Inclusion Team.



### PENSION

Access to a Social Housing pension scheme



### GENEROUS ANNUAL LEAVE ENTITLEMENT

26 days annual leave plus the opportunity to earn additional days leave.



### HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



### PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



### EMPLOYEE ASSISTANCE PROGRAMME

Access to a wide range of discounts to provide savings on food and shopping.



### RETAIL DISCOUNTS

Access to a wide range of discounts to provide savings on food and shopping

## **RESPONSIBILITIES** *the Housing Support Officer will...*

- ✓ Liaise effectively with internal & external services as well as other organisations to enable customers to sustain their tenancy.
- ✓ Complete comprehensive risk assessments and bespoke action plans with customers.
- ✓ Work in accordance with service standards, policies and procedures to achieve objectives and outcomes for customers.
- ✓ Ensure all records are maintained accurately and securely and that strict confidentiality is maintained in line with GDPR.
- ✓ Assist & encourage engagement with customers, enabling them to inform decision making in relation to the services they receive at both a local level and from Stockport Homes.
- ✓ Conduct frequent face to face interventions with customers.
- ✓ Proactively assist customers to utilise the range of support services available within Stockport Homes to support customers.
- ✓ Contribute positively to meetings, the collaborative development of services and learning and development opportunities.
- ✓ Support customers who present at Cornerstone requiring support from the Housing Support duty team.
- ✓ Provide flexible support & cover for colleagues in times of absence.

## **STRENGTHS** *the Housing Support Officer will deliver key responsibilities by...*

- ✓ Demonstrating a creative approach to problem solving; getting and keeping people engaged and demonstrating empathy.
- ✓ Having the ability and commitment to work with vulnerable customer groups at a pace and way in which they choose.
- ✓ Being adaptable to changing and emerging needs demonstrating flexibility and resilience in challenging situations.
- ✓ Having an awareness of Professional Boundaries & safeguarding issues and confidence in reporting safeguarding issues appropriately.
- ✓ Having excellent interpersonal skills to be able to network and develop effective professional relationships with customers, colleagues and partners.
- ✓ Using your exceptional organisational skills to ensure customers receive the service they require whilst ensuring deadlines are met.
- ✓ Being professional and value led with integrity, inclusivity and respect for diversity.

## REQUIREMENTS *the Housing Support Officer must have...*

- ✓ Experience of assisting individuals with a range of additional support needs to sustain a tenancy & improve their wellbeing.
- ✓ Establish and maintain effective professional relationships to achieve successful outcomes for customers.
- ✓ The ability to inspire confidence, build rapport; being persistent, determined and resilient.
- ✓ Role model core values as below.
- ✓ Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own caseload.
- ✓ Experience of using a wide range of IT packages resulting in effective management of tenancies and provision of support.
- ✓ Self-motivation and the ability to work flexibly to achieve timely successful outcomes for customers as a lone worker as well as part of a team.

## VALUES *the Independent Living Officer will role model core values through....*

### Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

### Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

### Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

### Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

### Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

### Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



The Prince's Responsible Business Network  
Race at Work Charter signatory



INVESTORS  
IN PEOPLE

Platinum  
Until 2022



Health & Wellbeing  
Award

