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| **Housing Support Officer – Older People’s Services** |
| **Department:** Supported Housing  | **Reports to:** Scheme Manager |
| **Direct Reports:**  None at present |
| **Main purpose of the Job/Summary of Role*** To have empathy with older people and demonstrate a commitment to enabling tenants to live as independently as possible and enjoy an optimum quality of life.
* To provide a high quality housing related support service in accordance with organisational policies and procedures and contractual requirements.
* To actively seek to engage, enable and empower the tenants that you support in your day to day work.
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| **Main Responsibilities****Housing Related Support*** Provide appropriate practical and emotional support to individual tenants, ensuring that each resident has a support and risk management plan in place which effectively meets their support needs and that plans are reviewed and updated as required.
* To work with all tenants in a professional manner treating them with dignity and respect and deal with difficult or problematic situations in a sensitive manner.
* Liaise with external or onsite care staff and other external agencies to ensure the needs of the customers are met.
* Where necessary ensure that customers are referred to the local authority’s adult social care team for access to home care services that meet their assessed needs.
* Promote tenant participation and encourage and support tenants to organise and attend social activities.
* Promote the safety and wellbeing of our customers; responding appropriately to risk, reporting on safeguarding, accidents and incidents as per policies and procedures and participating in multi-agency safeguarding meetings as required.
* Induct the tenant into their new home explaining equipment use, contact points for emergencies and the occupants’ responsibilities with regard to health & safety.
* Where possible, create opportunities to consult and involve tenants in the running of their home and the delivery of the service being provided.
* To provide support to any volunteers working in the service and, supervise the work on volunteers where this is agreed with the Scheme Manager.

**Housing Management*** Explain the terms of the tenancy agreement to new tenants, support them to understand their rights and obligations under that agreement and manage tenancy breaches, including anti-social behaviour, that occur.
* Provide support to tenants where there is a breach of tenancy that might affect the tenants’ occupation of the property, including anti-social behaviour, and follow up with formal warning letters where required.
* Maximise receipt of rent and service charge income by ensuring that housing benefit claims are set up and maintained, monitoring rent accounts and supporting tenants to create arrears repayment plans liaising with the income management team where necessary.
* Provide welfare benefits advice to ensure that benefit entitlement is maximised, and assist tenants with budgeting and debt management where required.
* Where required to do so carry out health and safety functions such as fire alarm testing and water hygiene checks and take any necessary follow up actions.
* Ensure that all required administration records are kept fully up to date including new tenancy sign ups and tenancy terminations. In some instances this will involve using software applications and liaising with other Outward departments.
* Assess the suitability for new referrals suitability for the service and conduct property viewings where required by the Scheme Manager.
* Maintain a good quality living environment, reporting repairs and escalating them to the central housing team where they are not carried out to a satisfactory standard.
* To work with the Scheme Manager, Caretaker where in post and the Housing Central Team where appropriate to ensure that a safe and secure environment is maintained.

**Financial and Contractual Requirements*** Work within the organisation’s financial procedures and agreed budget for the service ensuring that the petty cash is managed and timely returns submitted, and any other required financial records are maintained.
* Participate in planning service charge expenditure and purchasing furniture and equipment within allocated budgets in consultation with tenants.
* Participate in internal scheme audits and external inspections.
* Promote and implement the Outward Equal Opportunities Policy in all aspects of your work and dealings with outside bodies.
* To work responsibly and appropriately with due regard to confidentiality, data protection and commercially sensitive information.
* Ensure that you maintain professional boundaries at all times and follow Outward’s Code of Conduct.
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| **Additional Responsibilities** * Participate in regular supervision and annual appraisal, and contribute to identifying your own job related development and training needs.
* Attend training courses and meetings including occasional evening and weekend meetings and attend to out of hour’s emergencies as required.
* You may be expected to work across a number of services to provide cover if required (this will be in a similar type of service).
* Provide advice, support and guidance to support workers, cleaners and caretakers as required.
* To work with colleagues across the organisation in support of organisational goals.
* Familiarise yourself with the organisational policy and procedural framework and adhere to this at all times.
* To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of Outward.
* Support and assist the Scheme Manager as required
* Undertake any other duties commensurate with the general level of responsibility of the post as required by the Scheme manager or a member of the Outward Senior Management Team.
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**Person Specification**

**Housing Support Officer – Older People’s Services**

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| **Criteria** | **Essential** |
| Skills | * Ability to build and maintain positive relationships with a range of internal and external partners.
* Ability to write clear, concise letters and good numeracy.
* Ability to plan and organise own workload and meet deadlines
* Good IT skills
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| Knowledge & Experience | * Experience of general administration and record keeping including electronic records.
* Experience of providing housing related support to vulnerable tenants.
* Empathy with older people and a commitment to supporting customers to maintain their independence.
* Experience of providing practical and emotional support to tenants, assessing their support needs and creating and maintaining support and risk management plans.
* The ability to work with tenants to set up in-house activities that promote social inclusion.
* Experience of supporting tenants to resolve tenancy breaches and the ability to formally manage such breaches where necessary, including anti-social behaviour.
* Knowledge of welfare benefit entitlement and the ability to provide benefit and debt management advice including assistance with budgeting.
* Ability to establish and maintain housing benefit claims, manage rent and service charge arrears, and negotiate arrears repayment agreements with tenants.
* Experience of reporting and tracking repairs and ensuring that repairs and ensuring they are followed up.
* Able to contribute to the maintenance of a safe, secure and healthy living and working environment.
* Experience of and commitment to tenant consultation and involvement.
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| Other | * Understanding of and commitment to equal opportunities in service delivery and employment.
* A good understanding of the supported housing sector and the delivery of housing related support.
* An understanding of and commitment to resident consultation and involvement.
* Commitment to developing self and others by sharing knowledge/expertise and keeping abreast of industry changes
* The ability to work both as part of a team and independently
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|  | **Desirable** |
|  | * Experience of providing support services to older people.
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