



FUTURE HEALTH & SOCIAL CARE CIC ASSOCIATION

SUPPORTED HOUSING SERVICE

JOB DESCRIPTION

JOB TITLE:	Supported Housing Officer (Covering Birmingham area)
ACCOUNTABLE TO:	Housing Services Manager and Housing Team Leader
HOURS:	37.5 per week Monday - Friday
SALARY:	£16,000 - £18,000 per annum

JOB PURPOSE: The day to day running of all Future Health and Social Care properties is a joint responsibility of housing officers. You will be discussing benefit needs, signposting for welfare advice, and providing Intensive Housing management for all tenants.

In addition you will be expected to work closely with support staff and mental health teams to ensure that you provide a quality service to all tenants of Future Health and Social Care. All applicants for housing require approval for social housing status so the supported housing officer will ensure that all support needs are being met. If there are any concerns regarding the delivery of this service, this should be reported to your manager and the appropriate professionals.

MAIN TASKS:

1. To ensure that properties are kept in good condition and are well maintained through regular inspections and satisfaction surveys.
2. To ensure the effective control of security operations, door access systems and comply with health and safety regulations.
3. To record that all equipment in each property is in good working order, maintained in a clean and functional state of repair, and all repairs needed in the communal areas are documented and reported.
4. To receive and record information regarding housing, health and safety and maintenance issues ensuring the completion of appropriate paperwork.
5. To take appropriate action to protect Future Health and Social Care including identifying activities that may result in property damage.
6. To ensure that you are up to date with data protection legislation and operate in a way that protects the organisation, staff and tenants.
7. To liaise with the Housing Service Manager, tenants, contractors and support staff as necessary.
8. To positively promote the image of Future Health and Social Care in all dealings with tenants, colleagues, and other agencies by providing a professional and quality service.
9. To provide a presence, in support of tenants, undertaking regular visits to site and reporting any acts of nuisance particularly in relation to crime, parking, noise, loitering and rubbish on site.
10. To prepare written reports in respect of any acts of vandalism, damage, arrears or any other tenancy breaches. This should then be acted upon with the support of the housing team leader.
11. To develop, implement and review the support plan/risk assessment set out for each tenant within your patch.
12. To provide a professional front line enquiry and reception service to tenants, visitors and contractors and to deal appropriately with any day to day enquiries and complaints or redirecting, as necessary. To deal with enquiries in a confidential and professional manner.
13. To complete satisfaction surveys in relation to housing standards and ensure appropriate signposting where tenants do not appear to be managing their home well.
14. To report any on-going concerns regarding grounds and property maintenance to the Housing Service Manager.
15. To participate in training courses which are deemed beneficial to the post.
16. To undertake any other duties and responsibilities as are within the spirit of the job purpose, the title of the post and its grading.

Like most Supported Housing Officers, you will work from 9 to 5, Monday to Friday. From time to time Future Health and Social Care, in agreement with employees may amend this job description after full consultation with the post holder.

I hereby confirm that I have read and accept the job description as set out above

Signed..... Date.....

PERSON SPECIFICATION – Supported Housing Officer

		Essential/ Desirable	How assessed
Qualifications	<ul style="list-style-type: none"> • A good standard of general education 	E	AF
Knowledge/ Experience	<ul style="list-style-type: none"> • Experience of working in social housing • Experience of providing support to vulnerable tenants and monitoring their wellbeing. • Experience of completing risk assessments and support plans • Experience in providing housing management 	D E E D	AF/I AF/I AF/I AF/I
Skills/Ability	<ul style="list-style-type: none"> • Commitment to providing a good quality housing service • Good written and verbal Communication and organisational skills • Ability to prioritise own work load • Report writing skills • Ability to use Microsoft packages and tenancy systems • Good IT skills overall 	E E E D E	AF/I AF/I AF/I AF/I I
Other	<ul style="list-style-type: none"> • Well mannered, courteous and professional • Caring but firm approach to tenants • Understanding of housing policies and procedures 	E E D	I AF/I AF/I