

**TYNE HOUSING ASSOCIATION  
JOB DESCRIPTION  
SUPPORTED HOUSING OFFICER**

**Responsible to:** Housing Manager

**Job purpose:**

1. Under the leadership and direction of the Housing Manager provide intensive housing management and practical support to residents who have a range of social, health or learning needs which, must be taken into account in assisting them fulfil the conditions of their residency agreements.
2. To work in accordance with the policies, practice, and procedures as laid down by the Board of Tyne HA in liaison with partner agencies.
3. To support every resident to be the best they can and secure the best possible outcomes for them in terms of accommodation, employment, training, qualifications, and general wellbeing.

**Main duties:**

1. To provide an intensive and supportive housing and practical support services to residents of the Association, ensuring that the day to day needs of individual residents are met.
2. To be responsible for the collection and accurate recording of weekly charge payments from residents.
3. To ensure residents comply with the terms of their residency agreements (be they licences or tenancies). Ensure any breach of the agreement is fully recorded and appropriate action taken in line with our stated policies and procedures.
4. To ensure that the house/property is kept clean, tidy and in a good state of repair. This should include encouraging residents to take part, wherever possible, in the cleaning of the communal areas of the house and ensure each resident maintains their room in line with the terms of their licence or tenancy agreement.
5. To carry out regular health and safety inspections of the property to include periodic checks of systems and equipment where required by regulation, maintaining clear and accurate records and arrange any remedial action to maintain required standards. The regularity of the checks is clearly documented in our policy and procedures.
6. To observe the Company lone working policies and procedures at all times ensuring your own personal safety
7. To undertake emergency "call out" duty as part of an ongoing duty rota.

8. To help residents to claim their statutory benefits including housing benefit, Universal Credit, ESA and other relevant benefits appropriate to the individual.
9. To provide with the Housing Manager and other colleagues, ongoing programmes of planned support, risk management and assessment with the Associations residents, maintaining clear and accurate records where required.
10. To maintain effective communication and working links with other agencies and organisations, to enhance service delivery to residents.
11. To promote social inclusion among residents by ensuring access to services and facilities within the community ensuring that their health and welfare is not neglected.
12. To attend staff meetings and facilitate house meetings and give verbal and/or written reports where required.
13. Other duties consistent with the successful management of the organisation, as reasonably directed by the Housing Manager/Head of Housing.

**This job description sets out the main duties of the post at the date when it was completed. Such duties may vary from time to time without changing the general character of the post of level or responsibility entailed.**

#### **General terms and conditions**

Salary	£19,141 - £20,605
Hours of work	37.5 per week
Annual Leave	26 days + bank holidays
Notice Period	Four weeks

All staff are employed subject to the satisfactory completion of six months' probationary period.

The postholder must complete an enhanced DBS check.

Specific terms and conditions will be as stated in the Terms and Conditions of Employment document.

Supervision and direction will be provided by the Housing Manager(s).

**PERSON SPECIFICATION – SUPPORTED HOUSING OFFICER**

Tyne Housing Association Competencies attributed to this role:

- **Commitment to the organisation** – the ability to demonstrate understanding of and a commitment to the organisation and its vision and values.
- **Customer excellence** – commitment to putting customers first and ability to deliver a consistently high quality service
- **Team Working** – uses interpersonal skills to work co-operatively with colleagues, working proactively across organisational boundaries, sharing information, knowledge and ideas
- **Equality and Diversity** – the recognition and valuing of difference in the broadest sense. It is about creating a working culture that recognises, respects, values and harnesses diversity
- **Business & Financial Acumen** – is aware of cost implications of decisions, and instils a sense of business awareness
- **Pushing the boundaries**– Demonstrates creativity and innovation in seeking to continually improve the service. Has the stamina and willpower to deliver results.
- **Managing self**– Motivated to continually improve performance.
- **Communicating**– The ability to communicate clearly and effectively with a diverse range of people and take account of their views.
- **Embracing Change** - The ability to plan for, adapt to and work with a variety of situations, individuals and groups. Adapts to change effectively and is willing to challenge where appropriate.