



JOB DESCRIPTION

- Job Title:** Housing Support Officer
- Hours:** 38 hours per week which may include evening and weekend work as required
- Place of Work:** The post holder may be based at any of the Company's locations and will attend other locations as required to carry out the duties of this post
- Purpose of Post:**
- To manage, promote, develop and grow the services in line with the Company's vision, business aims and objectives.
 - To promote a caring and supportive environment for tenants through high standards of professional practice which is conducive to ensuring the rights, privacy, dignity, independence, choice and self-fulfilment of tenants is paramount and that they receive housing support appropriate to their individual needs.
 - To work in line with all relevant legislation to ensure a safe and purposeful housing support service is provided to all tenants.
 - To be accountable for the Housing Support Service and work closely with the Management Team to ensure a transparent service is being provided.
- Reporting to:** Manager
- Accountable to:** The Chief Executive & Board of Trustees
- Specific Responsibilities:**
- To set up and implement sufficient housing support related records.
 - To provide a customer focused tenancy support service to tenants to enable them to maintain their tenancies and live independently within their own homes.
 - To carry out initial visits and initial assessment with potential tenants ensuring all pre-tenancy information they will require is provided for them at this stage.
 - To carry out regular visits with the tenant as agreed with

the tenant.

- To work with tenants to identify and work to outcomes through their housing related support plans and to sustain independence within their own homes and tenancies.
- To provide effective support and assistance on financial inclusion issues including income maximisation, benefit entitlement, financial assessments and debt management, in line with current legislation, case law and best practice, with effective and up to date signposting for specialist advice as required.
- To work closely with tenants to help them establish and manage their tenancies, by providing financial checks (with their permissions) and conducting site inspections.
- To work in close partnership with other areas of New Directions when required.
- To support the tenants with the setup of utilities for accommodation such as gas, electric, water and TV Licence.
- To work with a holistic approach alongside other agencies such as the Benefits Agency, Local Authority, Health, utility providers, Rugby Borough Council housing benefit team, money advice services and where appropriate assist with and attend reviews and appeal hearings.
- To continuously be reviewing, developing and implementing a broad range of pro-active solutions to help sustain tenancies, identifying areas of preventative work to help sustain tenancies, identifying areas of preventative work.
- To prepare a monthly report on the activities and performance of the tenancy support function as required.
- To actively promote tenant participation and involvement in the tenancy support service to include arranging of regular tenant meetings.
- To carry out any other duties as directed by the Manager.
- Attend various housing related forums to ensure the Housing Support service is up to date with legislative changes, governing body requirement and good practice.
- Respond to and oversee housing specific complaints and incidents and ensure they are managed through New Directions' complaints procedure.
- Ensure consistent and effective communication with neighbours, other tenants, landlords and contractors.
- Investigate and remedy complaints of anti-social behaviour and neighbour disputes.
- Inform tenants of schemes to support them with their

safety including safe places and hate and mate crime awareness.

- To make links with private landlords and Registered Social Landlords.
- Assisting the Manager with ensuring voids within New Directions' properties are kept to a minimum and turnaround is at an efficient rate.

Other:

1. Represent the Company in contact with a wide range of external agencies, through attending various meetings/forums.
2. Line manage staff that fall under the Housing Support Service.
3. Maintain detailed records as required.
4. Such other duties as may be allocated by the Management Team.
5. Seek and evaluate improvements and developments of services provided by the company and make recommendations to the CEO.
6. Carry out quality audits as required and ensure that ISO9001 standards are implemented.
7. To ensure that they conduct themselves at all times in a manner which is complimentary to the ideals, goals and expectations of a caring and supportive establishment.
8. To comply at all times with New Directions' policies and procedures.
9. Adopt a proactive approach to equality and diversity.

January 2017