



## JOB DESCRIPTION

- Job Title:** Housing Support Manager (Supported Living)
- 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 Supported Living services and will attend other services as required to carry out the duties of this post.
- Purpose of Post:**
1. To manage, promote, develop and grow the Housing Support service in line with the Company's vision, business aims and objectives.
  2. To provide customer-focused tenancy support that enables individuals to maintain their tenancies and gain the skills to live independently within their own homes.
  3. To work in line with all relevant legislation to ensure a safe and purposeful service is provided to all tenants.
  4. To be accountable for the Housing Support service and work closely with the Senior Leadership Team to ensure a transparent and coordinated service is being provided.
  5. To promote the rights, privacy, dignity, independence and choice of tenants at all times, ensuring that each tenant receives housing support appropriate to their individual needs.
- Reporting to:** Finance Manager/Operations Manager
- Accountable to:** The Chief Executive and Board of Trustees
- Specific Responsibilities:**
1. To ensure all tenants have a housing and financial file, which are kept up to date and filed correctly in our electronic systems.
  2. To participate in initial assessments with potential tenants ensuring all pre-tenancy information required is provided.
  3. To work with tenants to identify and work toward outcomes through their housing-related support plans that help to sustain independence within their own homes and tenancies.
  4. 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.
  5. To work closely with tenants to help them establish and manage their tenancy through tenancy support and flat inspections.
  6. To support tenants with the setup of utilities for accommodation such as gas, electricity, water and TV Licences.
  7. To work alongside other agencies such as benefits agencies, local

authorities, utility providers, money advice services and, where appropriate, assist with and attend benefit reviews.

8. To continuously review, develop and implement a broad range of
9. proactive solutions and preventative work that helps individuals sustain tenancies.
10. To prepare a weekly summary of the activities of the housing support service.
11. To implement and actively promote tenant participation and involvement in regular tenant meetings and communications.
12. Attend various housing-related forums and take responsibility for relevant training to ensure the housing support service is up to date with legislative changes, governing body requirements and good practice.
13. Respond to and oversee housing-specific complaints and incidents and ensure they are managed through New Directions' complaints procedure.
14. Work in partnership with the Facilities Management Team to ensure effective communication with neighbours, tenants, landlords and contractors, and monitor and update the contractors list.
15. Inform tenants of schemes to support them with their safety including safe places and hate and mate crime awareness.
16. Assist the Operations Manager and Registered Managers with ensuring voids within New Directions' properties are kept to a minimum and turnaround is at an efficient rate.
17. To issue warnings and notices to tenants, deal with anti-social behaviour and any other tenancy breaches, and communicate with tenants and appointees with regard to the process of moving out of properties and the importance of abiding by the date set via the notice.
18. Being responsible for the issuing, register and replacement of keys for all properties within Supported Living, including main entrance keys, keys for entry into flats, post box keys, meter cupboard keys and COSHH cupboard keys. This includes ensuring keys are returned once a tenant moves out.
19. Notify and support tenants when in housing or maintenance arrears with New Directions.
20. Responsible for reviewing and updating the Tenant Intranet.

**Other:**

21. Represent the Company in contact with a wide range of external agencies, through attending various meetings/forums.
22. Maintain detailed records as required.
23. Demonstrate a proactive approach to equality and diversity.
24. Work in close partnership with other areas of New Directions to ensure effective team working and communication.
25. If required, to recruit and line manage housing support staff, including regular supervision and ensuring their ongoing learning and development.
26. Carry out quality audits as required and ensure that internal quality control standards are implemented.

27. To ensure that they conduct themselves at all times in a manner which is complementary to the ideals, goals and expectations of a caring and supportive establishment.
28. To comply at all times with New Directions' policies and procedures.
29. Such other duties as may be allocated by the Management Team.

July 2026