

Job Description for Support Co-ordinator

Job Title: Supported Housing Officer

Job Purpose: To help residents of our Almshouses to live as safely and happily as possible in their homes through delivery of a housing management and support service.

To facilitate the development of the internal Almshouse community and its relationship with the local community and wider city.

To ensure the building is managed effectively and provides a comfortable, safe and secure environment for all residents and visitors.

Reporting To: Director of Housing

Responsible

For: No Direct reports

Based: The role is based at Haberfield House in Stockwood, however occasional travel to other sites in Bristol may be required.

Salary: £30,000 p.a.

Hours: 35 hours a week over 5 days

Annual Leave: 26 days

Delivering the Mission and Values: Ensure that the commitment of the charity to Excellence, One Team, Aspirational in our Approach, Passion for our work is practised and evident throughout the team and organisation.

Main activities of this position

1. To provide an effective housing management service to residents of our Almshouses, which may involve among other things:
 - a. Waiting list management
 - b. Resident selection and allocation
 - c. Ensuring the adherence of both residents and Bristol Charities to the terms of license/tenancy agreements and responding appropriately to any breaches.
2. To work with residents, contractors and colleagues within Bristol Charities to ensure our Almshouses are kept safe and in good repair, ensuring value for money is obtained at all times.
3. To support those residents that require it in their day to day lives, signposting to specialist or partner organisations where necessary.
4. To facilitate residents' influence over decisions taken in and around their homes, making sure that all residents feel that they have a say and a stake in their community.

5. To be a positive representative for Bristol Charities and our work and build strong relationships with partners key to the delivery of the job purpose, for example care providers, community organisations, property maintenance contractors, family members of residents etc.
6. To support the Senior Leadership Team and other colleagues in the delivery of strategies and policies relevant to the purpose of the role.
7. To keep appropriate records of work completed.
8. To work according to all relevant policies and procedures.

Important note:

This information is provided to assist staff joining the organisation to have an understanding and appreciation of the work content of their post and the role they will play. The list is not exhaustive and is not a complete statement of all the duties and responsibilities of this post. The post holder may be required to carry out any other duties at any time, which could be at other housing locations as directed by their line manager or required by the role.

Person Specification**Experience****Essential**

- Experience of working with older and/or vulnerable people.
- Experience and understanding of Extra Care, Sheltered or Supported Housing services.
- A commitment to working in a person-centred way. That is a willingness to make the strengths experiences and aspirations of our residents the starting point of the service you deliver.
- Access to own transport.

Desirable

- Ability to work in a multi-agency environment and with a range of partners to deliver services.
- An understanding of basic housing regulation.
- Experience of the delivery of care or of working with care providers.
- An understanding of Health and Safety and its importance within a housing environment.
- NVQ level 3 in Housing or social care or other equivalent qualification/demonstratable experience.

Competencies (knowledge, skills and behaviours)**Essential**

- IT literacy: an ability to use MS Office programmes and capacity to gain proficiency in other IT systems and applications as required.
- An ability to manage use of time effectively to accommodate competing demands.
- Excellent written and verbal communication skills that can be adjusted according to the audience.
- Ability to liaise in a professional manner with other agencies and to work in a positive way with stakeholders with an eye for future development of relationships.