

Housing Support Officer (Intense Support)

Within the **Independent Living Service**



SALARY

Between £21,074 - £23,111

RESPONSIBLE FOR

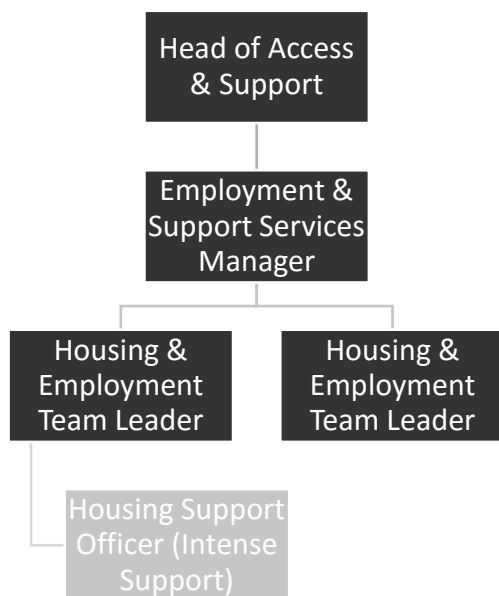
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RESPONSIBLE TO

Employment & Support Services Manager/
Housing & Employment Team Leader

CORE PURPOSE

Support people to sustain tenancies and to improve life choices and live independently



Our Housing Support Officer (Intense Support) will provide practical support and assistance to a range of vulnerable households who are in crisis situations affecting tenancy sustainment. This will be achieved through practical assistance in cases of poor property conditions and hoarding, pending evictions and execution of warrants. Many individuals could have complex and immediate physical and mental health issues. Support given to maintain tenancy and improve independence.

The Housing Support Officer (Intense Support) will build and maintain effective relationships with both internal and external organisations to enhance the quality of life and well-being of the customer.

The Housing Support Officer (Intense Support) will ensure that the customers are fully involved in all aspects of the support process building on their individual assets and strengths.



PENSION

Access to the generous benefits the GMPF scheme offers, including life cover



GENEROUS ANNUAL LEAVE ENTITLEMENT

23 days annual leave plus the opportunity to earn additional days leave



HEALTH CASH PLAN

Claim back a proportion of your everyday healthcare and medical expenses



FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy work life balance



PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your talents



WELLBEING

Take part in a range of activities to maximise your physical and psychological fitness

RESPONSIBILITIES *the Housing Support Office (Intense Support) will...*

- ✓ Support customers in crisis situations to maintain their tenancy.
- ✓ Support customers to clear hoards, improving quality of life, wellbeing and maintaining tenancies in good order.
- ✓ Support customers in complex downsizing cases.
- ✓ Support customers towards independence
- ✓ Identify and report and safeguarding issues.
- ✓ Agree risk assessments with customers and implement crisis management plan.
- ✓ Work as part of the Housing Support Team.
- ✓ Refer onto Housing Support as appropriate for longer term support and sign post to other agencies for specialist intervention.

STRENGTHS *the Housing Support Officer (Intense Support) will deliver key responsibilities by...*

- ✓ Building relationships of trust with customers and stakeholders
- ✓ Working under pressure and meeting deadlines
- ✓ Demonstrating excellent communication skills with sensitivity and respect towards customers in crisis.
- ✓ Respecting others attitudes, beliefs, traditions and cultures.
- ✓ Being a great role model who is energised by fast paced work.
- ✓ Challenging behaviours which are detrimental to tenancy sustainment.
- ✓ Being persuasive and inspiring.
- ✓ Giving people confidence and building independence.
- ✓ Ensuring commitments are fulfilled in a timely manner.
- ✓ Supporting the team as needed.

REQUIREMENTS *the Housing Support Officer (Intense Support) will be able to demonstrate*

- ✓ Ability in working cooperatively as part of a team and with other HSO (IS) to achieve measureable outcomes
- ✓ Excellent recording and reporting skills.
- ✓ Ability and commitment to working with vulnerable people.
- ✓ Ability to deal with difficult customers and situations.
- ✓ Ability to inspire confidence and build rapport, engaging customers whilst tackling crisis situations.
- ✓ Ability to identify and deal with safeguarding issues.
- ✓ A good working knowledge of IT and Microsoft applications.
- ✓ Good literacy and communication skills with an ability to explain information in a simple manner and complete forms and reports where necessary.
- ✓ The ability to travel independently with access to a vehicle.
- ✓ Respect and understanding for customers living in poor property conditions whilst engaging the customer to improve living conditions and wellbeing.

VALUES *the Housing Support Officer (Intense Support) will role model core values by...*

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional



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