

Role Description



Job Title	Supported Housing and Pathways Officer
Service	Housing Services / Drug and Alcohol Services
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To provide advice and guidance on Housing Pathways
Base	HQ in Martlesham Heath
Working hours	37.5 hours per week – Monday to Friday
Starting salary	£23,768

Job Overview

This dual role requires the right person to operating in a Housing advice and support capacity across two of our key areas of work. One half of the role involves providing Supported Housing services to vulnerable single people accommodated within ACT's Temporary Housing scheme. The other half requires representing ACT within the Drug and Alcohol Partnership, specifically offering a presence at the Turning Point hubs in Bury St Edmunds, Ipswich and Lowestoft to provide practical assistance to Clients in relation to their housing needs.

Responsibilities and Duties

- Working with partner agencies as required to co-ordinate support
- Attend multi-agency meetings where required
- Support, advice, signposting and information clients to access other services (e.g. money advice, benefits advice)
- Support and advocacy by attending appointments relating to accommodation.
- Act as a point of expertise, advice and guidance to staff across the partnership relating to housing.
- Deliver training to staff across the partnership relating to housing.
- Support staff from across the partnership to resolve difficult housing matters relating to service users on their caseload by offering advice and guidance
- Promote the Suffolk Drug and Alcohol Partnership and the need for appropriate accommodation for those experiencing substance misuse issues.
- Support a caseload individuals accommodated by ACT with their Housing needs. Including support planning, risk assessing and working to move on to independent accommodation

Skills, qualifications, knowledge and understanding required

We are looking for a candidate who is able to demonstrate the following:

- Knowledge of the housing sector across Suffolk
- The ability to develop knowledge of housing sector across wider area
- Experience of working with those who are difficult to house
- General knowledge of the housing and benefits system
- Ability to motivate and inspire service users who are historically difficult to work with
- Empathy and the resilience and tenacity to not give up where others have
- Ability to build relationships with accommodation providers

- Innovative approach to building the range of accommodation options available.
- Knowledge of risk assessment and risk management.
- An ability to work in a solution focused way.
- Confidence to challenge other service providers.
- An ability to create and follow support plans.
- Knowledge of safeguarding Adults and Children

Additional information

The role will require travel across Suffolk.

Access to transport is required.