

## Role Description



<b>Job Title</b>	Overnight Supported Housing Officer
<b>Service</b>	Housing Services
<b>Responsible to</b>	Operational Co-ordinator
<b>Reporting Roles</b>	Not applicable
<b>Purpose</b>	To deliver the overnight Housing Service in Suffolk
<b>Base</b>	Ipswich, Suffolk
<b>Starting Salary</b>	£21,975
<b>Working Hours</b>	Full time (42 hours per week) to be worked in 4 shifts per week

### Job Overview

The primary purpose of the Overnight Supported Housing Officer role is to work with people within one of our properties in our Accommodation Based Support /STEPS services to make positive change and support the Service Users to gain life skills and meet their goal to move on to independent living.

### Responsibilities and Duties

Service Users are identified and referred through the various agencies working with homeless individuals with an offending history in Ipswich and placed in temporary accommodation provided by Anglia Care Trust. Here they will be supported by us to develop the skills, confidence and resilience required to move on to their own independent accommodation. We do this by working with them on their own individual support plan, helping them to meet their ambitions in areas such as health, budgeting, training and employment.

It is important to note that these Service Users come from the street homeless community and have histories of being accommodated and then losing the accommodation. The purpose of this role is to support them to break this cycle. We aim to achieve this by providing them with support 24/7 so this role is pivotal in this success.

Key duties include:

- To manage and maintain the property ensuring it provides a safe, clean environment for vulnerable people.
- Providing flexible support using an asset based approach - this recognises the strengths of individuals and supports them to build upon these
- Ensuring that support is delivered in a way that empowers Service Users to take ownership of their lives
- Liaising with the wider team and at times relevant outside agencies in order to meet the needs of the Service User and increase the options available to them in moving on.
- Collecting rent and service charge payments from residents in line with their Tenancy or License agreement
- Supporting Service Users through period of crisis to prevent them returning to street homelessness.

**Skills, qualifications, knowledge and understanding required**

- Risk assessment and risk management
- Safeguarding of adults and children
- To develop and maintain a good working knowledge of current welfare benefits
- Diverse and complex issues that affect Service Users
- An ability to work in a solution focused way as a lone worker out of hours
- Ability to challenge and change entrenched patterns of behaviour

**Additional requirements**

- Must have a full driving license and access to own transport as travel around the county will be involved.