

Role Description



Job Title	Assistant Supported Housing Officer
Service	Housing Services
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To support with the delivery of specialist supported housing related services across Suffolk
Base	Martlesham, Suffolk
Starting Salary	£20,608
Working Hours	37.5 hours per week

Job Overview

The primary purpose of the Assistant Supported Housing Officer role is to support a team of Supported Housing Officers in their aim to empower Single Homeless people to make positive changes in their lives and achieve independence. By providing people with accommodation and support, the service seeks to enable people to gain essential life skills and meet their goals to move on to independent living within 18-24 months.

Responsibilities within this new role will include managing the incoming Housing referrals via the Suffolk County Council Housing Related Support (HRS) Portal. This will involve contacting potential service users to confirm information is accurate, arrange assessment slots and liaise with the team to confirm assessment arrangements. You will work closely with the Supported Housing Officers to minimise void losses by arranging timely assessments when properties become vacant and ensuring that properties are ready to let within set timescales.

Although a large amount of the work will be administrative, there will opportunities for the successful candidate to work in the community and learn the key aspects of the Supported Housing Officer role. This will include shadowing Supported Housing Officers, carrying out property visits to assess maintenance works required and taking part in the interview process to assess potential candidates for ACT accommodation.

Responsibilities and Duties

Service Users are identified and referred through the various agencies working with individuals in Suffolk. 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, wellbeing, budgeting, training and employment.

Key duties for this role include:

- Managing all aspects of the Housing Related Support (HRS) Portal and other external referral routes.
- Setting up housing assessments, including the diary management of Supported Housing Officers.
- Monitoring the Health and Safety system to flag up gaps.

- Liaising with internal teams to minimize void turnaround, submitting maintenance requests and completing purchase orders.
- Supporting the Housing Team with reasonable requests to ensure the delivery of services remain at an excellent standard.

Please note this is a new role and tasks and responsibilities are expected to evolve.

Skills, qualifications, knowledge and understanding required

Knowledge of the following would be beneficial:

- User level skills in Excel, Microsoft and Outlook
- Excellent attention to detail
- Excellent communication skills
- Ability to prioritize and organize own workload.
- An ability to work in a solution focused way
- Working to targets and deadlines
- Safeguarding Vulnerable Adults and Children

Additional requirements

- Must have a full driving license and access to transport as whilst this role is based in Martlesham, it will involve travelling to properties across Suffolk.