

Supported housing officer

37.5 hours per week

£22,425

Hartlepool



cornerstone

creating change for quality living

Job Role

To work with service users to ensure they have the skills and resilience to live independently. To contribute to the safety and security of all residents and properties within Cornerstone accommodation.

A successful Cornerstone supported housing officer uses her or his professional skills and judgment to create a meaningful and information-rich relationship with service users where both are on an equal footing, their voices and ideas are heard, respected and valued.

Job Responsibilities

To work with people to identify their abilities and where appropriate support them to develop the required skills for independent living and develop action plans for skills development.

To ensure people manage their living environment in a safe manner and to an agreed appropriate standard with due respect for other residents, neighbours and the community.

Work in partnership with residents to create a safe, calm and positive living environment and contribute to the management of the house.

Support people to identify their future housing options and agree timescales and a plan to achieve a successful move on.

To carry out and maintain comprehensive risk assessments in line with Cornerstone's policy and procedures.

To create, develop and maintain positive links with partners /organisations who can contribute to the work of helping people sustain accommodation.

To ensure people are given the maximum control and level of responsibility in setting and achieving their goals.

To ensure that if clients enter a crisis period or have high risk needs, appropriate plans are immediately put in place and where required joint working protocols are developed with relevant and statutory and non-statutory agencies and external organisations.

To ensure the effective and accurate use and management of all records, in accordance with GDPR legislation and Cornerstone recording and reporting procedures.

To contribute to cross department working as and when required.

To attend conferences / seminars / training when required.

To comply at all times with Cornerstone Code of Conduct together with its policies and procedures with regards to the maintenance of professional relationships between colleagues, clients, customers To complete records of financial transactions using inform.

To comply with all legal and best practice requirements including cornerstones' policies and procedures as outlined by Cornerstone at all times.

To undertake any other reasonable duties as directed.

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change.

Person Specification – Support Worker

Criteria	Essential Requirements necessary for safe and effective performance in the job	Desirable Where available, elements that contribute to improved / immediate performance in the job
Qualifications	<ul style="list-style-type: none"> Relevant Homelessness/ Supported housing, qualification (NVQ, HNC) Level3 or above 	
Experience	<ul style="list-style-type: none"> Experience of working within a Homeless organisation, supported housing, or local authority environment Housing department or a registered landlord or similar field Experience of, and commitment to, promoting and implementing equal opportunities, diversity and inclusion for vulnerable people. Experience of working respectfully with individuals offering advice, guidance and support on housing, mental health and recovery Experience of Housing Management practice and knowledge of Housing legislation & welfare benefit legislation 	<ul style="list-style-type: none"> Experience of supporting individuals to maintain their own accommodation

Skills, Knowledge and Abilities	<ul style="list-style-type: none"> · Excellent customer service, organisational, administrative, planning and time management skills · Communicate effectively with a wide range of people in a professional manner and develop partnerships and networks · Have good problem solving and analytical skills · Skills in working with and knowledge of, the issues faced by vulnerable people, including those with substance misuse problems, mental health problems or a history of involvement with the Criminal Justice system · IT competency, including in word processing, Microsoft Outlook and internet. Use of our specialist information management system will be required for which training will be given as necessary · Ability to work independently using own initiative and as a member of a team, taking instruction as necessary 	<ul style="list-style-type: none"> · Knowledge of using a Housing Management software system · Excellent active listening skills · Mentoring and providing information, advice and guidance
Personal Attributes	<ul style="list-style-type: none"> · Full Driving License and access to a vehicle 	