

Housing Support Officer

Reports to: **Temporary Accommodation Manager**
Direct reports: **None**

Evaluation: **539 points**
Grade: **N7**
Reference: **KK360**

Purpose

The provision of extensive support, advice and guidance to vulnerable homeless people. The provision of a resettlement service to people moving from temporary accommodation. To work in partnership with other support and accommodation providers to secure the most appropriate move on accommodation and support arrangements.].

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. Advise and assist vulnerable households on all matters related to benefits, maximisation of income and general support including accompanied visits, support and guidance
2. Co-ordinate resettlement arrangements utilising appropriate transport and the identification of appropriate accommodation, including support to help people move.
3. Liaise with HAC, Community Housing Offices, Area Social Work Teams, Health Authorities, Landlords and other support and accommodation agencies with the aim of finding solutions to vulnerable peoples' accommodation

4. Maintain an up to date knowledge of and advise colleagues on the welfare benefits system
5. Establish and monitor support arrangements made with other agencies
6. Assess the ability of clients to live independently and where appropriate to make referrals to supported accommodation
7. Assist with minor debt management problems including representation and negotiation on behalf of tenants
8. Accompany clients to a variety of locations to secure support and accommodation
9. To handle petty cash in accordance with Directorate and Authority financial procedures
10. To promote and implement our Equality policy in all aspects of your employment.
11. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.