

Role Description



Job Title	Housing Officer (Housing First)
Service	Housing Services
Responsible to	Operational Co-ordinator
Reporting Roles	Not applicable
Purpose	To deliver the Housing First Service
Base	Ipswich, Suffolk
Starting Salary	£23,846
Contract	Fixed term up until end of July 2025
Working Hours	37.5 hours per week

Job Overview

The primary purpose of the Housing Officer role is to work within our Housing First Service and support the Service Users to make positive change and gain life skills by offering long-term support which does not have a fixed end date; recovery takes time and varies by individual needs, characteristics and experiences. The service is designed to deliver flexible levels of support to help people maintain tenancies and to address any other needs identified.

Housing First, unlike most other supported accommodation, does not depend on tenants engaging with other services, offering instead, intensive tenancy support. You would be responsible for proactively engaging the client and making the service fit the individual instead of trying to make the individual fit the service. Caseloads are small allowing staff to be persistent and proactive in their approach, doing 'whatever it takes' and not giving up or closing the case when engagement is low.

Responsibilities and Duties

Key duties include:

- Providing support to individuals to bring about positive change and reduce any barriers that may put their tenancies at risk
- 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 individuals to take ownership of their lives.
- Liaising with relevant partner agencies in order to meet the needs of the individuals.

Skills, qualifications, knowledge and understanding required

Knowledge of the following would be beneficial:

- Support planning
- Tenancy management
- Housing pathways across Suffolk and in other areas based on individual need.
- Risk assessment and risk management
- An ability to work in a solution focused way

- Ability to challenge and change entrenched patterns of behaviour
- Confidence to challenge other service providers
- To develop and maintain a good working knowledge of current welfare benefits
- Working to targets and deadlines
- Safeguarding Adults and Children

Additional requirements

- Must have a full driving license and access to own transport.