

Job Description: Senior Housing Support Coordinator

Responsible to: Housing Services Manager

Benefits Package:

- **Salary:** Starting at 25,136
- **Pension:** 7% contribution ihAg Auto Enrolment Pension Scheme
- **Leave entitlement:** Starting at 21 days per year

Hours of Work: 37.5 hours per week (full time)

Main Responsibilities:

Supervision of the day to day operations of the Housing Management Team

Providing guidance and advice on day to day matters which arise relating to ihAg tenants

Leading on regular case review meetings, and providing case supervision to the staff team

Manage persistent or complicated arrears cases

Compile and present qualitative and quantitative reports to the Housing Services Manager

Provide direct line management, including supervision and appraisal of the Assistant Support Worker

Provide structured key work support to a maximum of 8 ihAg tenants at any time

Support the Housing Services Manager in other Housing Management Team tasks as required

Be available for an On Call scheme

Person Specification:

Experience	<ul style="list-style-type: none"> • Providing person-centred, strengths based support to people, preferably those living with the experience of homelessness, or at risk of homelessness • Completing dynamic assessments of needs and risks, and creating support plans to address these. • Providing support and guidance within a team environment
Knowledge	<ul style="list-style-type: none"> • The causes of homelessness • The impact of homelessness on individuals, families and the wider community • Current legislative requirements including Housing Reduction Act, Universal Credit, Mental Capacity Act 2005
Skills and Abilities	<ul style="list-style-type: none"> • Effective management, supervision and appraisal of staff • Excellent communication skills, including negotiation and influencing • Ability to motivate others • Highly organised • Ability to meet targets and deadlines • Providing high quality reports, with clear and reasoned recommendations • Work autonomously and as part of a team
Personal Attributes	<ul style="list-style-type: none"> • Approachable, flexible and decisive • Methodical, thorough with an attention to detail • Self-motivated, enthusiastic and innovative • Confident, passionate and committed • Willingness to undertake training as part of continuous personal development • Ability to travel