

## **Job Description**

**Job Title:** Housing Support Coordinator  
**Reports To:** Housing Services Manager  
**Office Base:** Ipswich

**Hours:** 37.5 hours per week –Full Time

**Salary:** £26,475

**Pension Scheme:** 7% (plus employee contribution currently 1%)

**Annual Leave Entitlement:** 21 days, plus statutory bank holidays

### **Role:**

Work alongside people accommodated by ihAg to identify and address the effects of their own homelessness experience and enable them to move towards recovery and independence.

### **Main Duties and Responsibilities:**

- Undertake initial needs and risk assessments of potential ihAg tenants, to consider their suitability for supported housing
- Develop structured, person-centred, trauma-informed support plans to engage each individual being supported
- Provide support, encouragement and guidance in a flexible and adaptive way, to enable people to maintain their tenancies and achieve their personal goals
- Conduct regular health and safety checks of allocated properties and report any maintenance issues to the Housing Services Manager.
- Maintain timely, accurate and up to date records and relevant information to facilitate delivery and ensure continuity of services provided to service users, and for accountability, reporting and monitoring purposes
- Work with external agencies to achieve outcomes for the service and individuals as well promoting the organisation
- Participate in appropriate training/meetings/consultations/surveys
- Safeguard and promote the welfare of people with additional vulnerabilities
- Any other duties as identified by the Housing Services Manager

## Person Specification

Category	Essential Criteria	Desirable Criteria
Experience of:	<ul style="list-style-type: none"> <li>• Providing person-centred, strengths-based support to people.</li> <li>• Completing dynamic assessments of needs and risks and creating support plans to address these</li> <li>• Working alongside people who have experienced trauma</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Working in an environment with people with vulnerabilities</li> </ul>
Knowledge and Understanding of	<ul style="list-style-type: none"> <li>• The causes of homelessness</li> <li>• The impact of homelessness on individuals, families, and the wider community</li> <li>• Current legislative requirements including Homelessness Reduction Act, Universal Credit, Mental Capacity Act 2005</li> </ul>	<ul style="list-style-type: none"> <li>• National Homeless Strategy</li> <li>• Local Homeless Strategy</li> </ul>
Skills:	<ul style="list-style-type: none"> <li>• Excellent communication skills, including negotiation and influencing</li> <li>• Ability to motivate others</li> <li>• Work with groups</li> <li>• Highly organised</li> <li>• Ability to meet targets and deadlines</li> <li>• Work autonomously and as part of a team</li> <li>• Able to use computers and software such as office and teams.</li> </ul>	
Personal Attributes:	<ul style="list-style-type: none"> <li>• Methodical, thorough with an attention to detail</li> <li>• Self-motivated, enthusiastic, and innovative</li> <li>• Confident, passionate, and committed</li> <li>• Ability to identify own training needs and participate in continued personal development opportunities</li> <li>• Access to own transport</li> </ul>	