**Job Description**

**Job Title**: Housing Support Co-ordinator

**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**

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| **Category** | **Essential Criteria** | **Desirable Criteria** |
| Experience of: | * Providing person-centred, strengths-based support to people. * Completing dynamic assessments of needs and risks and creating support plans to address these * Working alongside people who have experienced trauma | * Working in an environment with people with vulnerabilities |
| Knowledge and Understanding of | * The causes of homelessness * The impact of homelessness on individuals, families, and the wider community * Current legislative requirements including Homelessness Reduction Act, Universal Credit, Mental Capacity Act 2005 | * National Homeless Strategy * Local Homeless Strategy |
| Skills: | * Excellent communication skills, including negotiation and influencing * Ability to motivate others * Work with groups * Highly organised * Ability to meet targets and deadlines * Work autonomously and as part of a team * Able to use computers and software such as office and teams. |  |
| Personal Attributes: | * Methodical, thorough with an attention to detail * Self-motivated, enthusiastic, and innovative * Confident, passionate, and committed * Ability to identify own training needs and participate in continued personal development opportunities * Access to own transport |  |