**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
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| 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
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| 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.
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| 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
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