

Job title: Housing Support Worker



Line manager: Scheme Manager

Grade (if applicable): C12

Direct reports: None

Role purpose:

As a Housing Support Worker, you will be the bridge between accommodation and a home. You will provide high-quality, person-centred housing support to individuals and families (aged 18+) living in temporary accommodation. Your goal is to empower tenants to maintain their independence, manage their tenancies successfully, and transition confidently at the end of their term.

You will work flexibly, conducting 1-to-1 sessions both over the phone and in person within tenants' homes, ensuring they have the tools and resources they need to thrive.

You will be supporting a diverse demographic, ranging from single adults to families. This requires a flexible approach and an understanding of the different challenges faced by varied household compositions, contexts and backgrounds.

Key Responsibilities:

- **Risk Management:** Conduct and regularly update risk assessments to ensure the safety of tenants, the community, and yourself.
- **Housing-Related Support:** Provide practical advice on budgeting, benefit claims (Universal Credit/Housing Benefit), rent payments, and basic home maintenance.
- **Signposting & Advocacy:** Identify additional needs (e.g., mental health, employment, substance misuse) and proactively connect tenants with specialist external agencies.
- **Administrative Excellence:** Maintain accurate, real-time digital records of all interactions, ensuring GDPR compliance and high-quality reporting.
- **Team Collaboration:** Provide "roving" support to colleagues and assist at other schemes as required to ensure service continuity.
- **Holistic Support Planning:** Co-produce housing related support plans with tenants, setting measurable goals to improve their housing stability and well-being.

About you:

You will be:

- Able to communicate complex housing information to a diverse range of people (singles and families).
- Able to travel independently to visit tenants in their homes.

You will have:

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- Experience in housing, social care, or a community-based support role desired but not essential as training will be provided for the right candidate
- High proficiency in Microsoft Office 365 and digital case-management systems. Strong report-writing skills.
- Exceptional **People Skills**; able to build rapport while maintaining clear professional boundaries.
- A collaborative "can-do" attitude and a willingness to support other schemes or colleagues during busy periods

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