**Warwick District Council – Job Description**

<table>
<thead>
<tr>
<th>Job Title: Housing Support Officer</th>
<th>Job number:</th>
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<tbody>
<tr>
<td>Service Area: Housing Services</td>
<td>Date received: October 2019</td>
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**Purpose of job** – Give one statement explaining the job’s overall objectives

To provide a high standard of support, advice and practical help to customers to enable them to establish or maintain stable accommodation, gain the necessary skills to sustain their tenancy and achieve greater independence.

**Main responsibilities** – Give a maximum of eight brief descriptions of what the main responsibilities are and assign time percentage values against each one.

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Work with customers to assess their individual support needs and agree a support plan. Provide support, advice and practical help to customers across the housing portfolio and to a range of different client groups.</td>
<td>25%</td>
</tr>
<tr>
<td>Provide high quality, effective, sensitive and appropriate support. Manage and maintain a caseload, and take responsibility for safeguarding customers in accordance with Council policy and procedure. Accept referrals from colleagues and promote the service to them.</td>
<td>15%</td>
</tr>
<tr>
<td>Help those customers who have been identified as more vulnerable in sustaining their tenancy, by ensuring they understand their tenancy agreement, rights and obligations and providing appropriate support such as ordering repairs or liaising with colleagues in respect of rent payment. Signpost customers for further support as appropriate.</td>
<td>15%</td>
</tr>
<tr>
<td>Maintain a good working relationship with and work alongside a range of external agencies third sector and charitable organisations that support the ongoing needs of customers, in order to promote joint working and improve life chances for customers. Actively develop relationships with other agencies, local networks and suppliers such as food banks and furniture providers.</td>
<td>10%</td>
</tr>
<tr>
<td>Support customers to manage their finances including basic benefits advice, basic budgeting, paying their rent and other household bills. Provide support or signpost customers to advice on tackling food and fuel poverty. Make referrals to Financial Inclusion Officers where appropriate.</td>
<td>25%</td>
</tr>
<tr>
<td>Maintain accurate records of all contact with customers and record progress in meeting the objectives/goals identified. To make and maintain records of contact, highlighting issues as they arise with appropriate agencies or departments</td>
<td>10%</td>
</tr>
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</table>
**Organisation** – Draw an organisation chart that shows how the hierarchy and how the job relates to its immediate supervisor and colleagues.

**Dimensions** – Quote figures which give a picture of the job in any annual budgetary amounts which the job is either directly or indirectly concerned with or any other statistics related to the work.

5650 dwellings
500 leaseholders

**Scope for Impact** – Describe in two or three examples the impact of this role on delivering the service and how it relates to Customer’s satisfaction and the key accountabilities.

The needs of the customer can vary significantly and this role will be called upon to work with a wide range of customers. This includes people with mental health, drug and alcohol issues, people from a wide range of backgrounds and people of varied ages.

A professional and flexible approach will be required when meeting the individual support needs.

This post supports the Council’s broad approach to tenancy sustainment, homelessness prevention, and financial inclusion. The role has a direct impact on achieving this approach by providing one to one support to those in need.

Through recording outcomes, the post holder will be able to demonstrate positive outcomes for customers and where intervention has prevented eviction.

**Challenges** – Describe the most difficult, complex or challenging part of this job and explain why.

The post holder will have daily contact with customers who are in need of substantial support.

There will be occasions where the post holder is not able to directly meet all of the support needs of the customer and will have to refer them on to other organisations.

**Additional Information** – Use this area to briefly explain any aspects of the job that have not been adequately covered in previous sections.
All members of staff have a duty to participate in the WDC Appraisal process and take responsibility for identifying their own professional and career development needs.

All members of staff have a responsibility to comply with Warwick District Council’s Code of Conduct, Equal Opportunities and Health and Safety Policies.

The post holder will be required to work alone frequently, and to adhere to the lone working policy.

The Post holder is required to manage their own caseload and meet varying demands on his/her time.

The post holder will be expected to work flexibly to meet the needs of the service and may, from time to time, be expected to work unsociable hours, including evenings, weekends and bank holidays.

The post holder will be required to perform other such duties as appropriate to the qualifications, experience and salary band as may be reasonably required.

The post holder will be responsible for ensuring their own health and safety.

The post holder will be expected to comply with Council policy at all times including in relation to their responsibilities for safeguarding and promoting equality.

The post holder will be expected to adopt and work in accordance with the Council’s values.

<table>
<thead>
<tr>
<th>Approval</th>
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## Warwick District Council – Person Specification

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### Attributes

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<th>Essential</th>
<th>Desirable</th>
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#### Job Specific Qualifications & Experience

- Educated to A level standard or equivalent
- Experience of delivering customer focussed, quality services.
- Experience of a similar role providing support and advice.

#### Non Job Specific Qualifications & Experience

- A minimum qualification of 3 GCSEs grade C/4 or above (or equivalent) to include English and Maths.
- Experience of working in partnership with external organisations and agencies.
- Experience of drafting written correspondence to customers as well as liaising with them on a face to face basis and on the telephone.
- Experience of providing advocacy.

#### Job Specific Knowledge, Skills & Abilities

- Knowledge of safeguarding adults as well as supporting vulnerable client groups.
- Working knowledge of welfare benefits.
- Ability to work confidently with vulnerable people in their own homes.
- Ability to deal with sensitive matters appropriately, including financial information.
- Listening and coaching skills.
- An understanding of social trends and their implications for clients and service provision.

#### Non Job Specific Knowledge, Skills & Abilities

- Excellent customer service skills and a genuine desire to help those in need of assistance.
- Excellent time management and organisational skills to effectively manage a varied workload.
- Sensitivity to political considerations.
| **Other Requirements** | Able to manage own workload with minimum supervision and focus on achieving targets.  
Excellent team working skills.  
Excellent written and verbal skills, including the ability to produce written documents to a high standard in plain English.  
Excellent attention to detail and numeracy skills.  
Good problem solving and decision making skills, combined with the ability to make decisions in pressurised situations, and to act tactfully and with sensitivity and courtesy at all times.  
Excellent IT Skills.  
An exceptional level of self motivation, with well developed interpersonal and empathetic skills.  
Must be aware of and/or have the ability to develop an awareness of Equal Opportunities issues and to comply with Warwick District Council’s Equal Opportunities Policy Statement.  
A flexible approach to meet the ongoing needs of the Service Area and Council as a whole.  
Awareness and understanding of the importance of equality and the ability to translate this into daily working practices and approach.  
Willingness to work out of hours when necessary.  
A full UK driving licence and access to a vehicle.  
Ability and willingness to attend tenant and resident meetings including out of hours meetings. |