**Supported Housing Officer – Job Advert.**

Do you want to be a part of a passionate, creative, and diverse team supporting those at all stages of recovery?

Do you have the drive and empathy to support individuals by being solution focused to improve their quality of life in all areas?

Although this is a challenging role it offers a great deal of satisfaction knowing you have made a real difference to peoples lives and the community on a daily basis.

This is an exciting opportunity to become an integral part of an award-winning team delivering a range of interventions to those experiencing substance misuse, offending behaviours, mental and physical health, and difficulties living independently.

**Why this role exists**

Jubilee Court is a 12-bed supported accommodation provision for individuals that have experienced homelessness. It is envisaged that many individuals accessing the provision will be moving on from homelessness services in the area and this will provide them with the next step towards independent living. Our amazing team help support people who have multiple support needs to cope in this setting without the provision of 24/7 support and work alongside them to move into independent living once they are ready and a period of resettlement has taken place.

Working with people to move on towards a better life and improving access to quality accommodation and support is at the heart of what we do. This is a new project in Lancaster and there will be a key role to play in assisting set up the project and seek to continuously improve the service, support colleagues in the wider team and be flexible with approaches.

Our supported Housing Officers make a real difference to customers lives!

**What you’ll be doing**

* Managing a caseload of Individuals with varied complex needs; identifying barriers through completion of assessments and producing person centred risk/support plans to achieve outcomes.
* Assist enabling Individuals to engage in maximum use of opportunities in the community including volunteering, training, education and to achieve qualifications.
* Working alongside registered social landlords and the private sector to assist residents to access and maintain accommodation.
* Conduct tenancy/licence sign ups.
* Providing advice and assistance to ensure that tenants and licensees understand their rights and responsibilities under the agreement and how to comply with these.
* Be passionate assisting those in need to transform their life by maximising their skills in gaining independence and to maintain positive life choices.
* Working collaboratively with the wider Gateway team and external agencies and partners to ensure the best possible outcomes for your customers.
* Be part of a supportive and collaborative team, there is autonomy to manage your caseload independently, working flexibly from home and in the community subject to customer needs.

**You can find more details on the role and key deliverables in the Role Profile.**

**What experience will you need?**

* Previous experience working with individuals with complex needs and examples of providing support alongside other key support services.
* A recognised qualification in Health and Social care or previous experience in a similar role (desirable but not essential)
* Ability to work in a fast-paced environment
* Able to adapt and be flexible in their role to support the service effectively
* Motivated to promote change and someone who strives to do ‘the right thing and not always the easy thing’.
* Knowledge of communication, negotiating and influencing others.
* Good time management skills as you will be recording and maintaining records of support sessions.
* Ability to work as part of a team and independently in a hand on, safe professional manner.
* Proficient with Microsoft packages, zoom, case management systems, smart phones, and tablets.
* Experience in approaching problems and applying a solution focussed approach, in a logical way, through previous work or life experience.
* Understanding of working with people in a person-centred way to help them reach their goals

**What you’ll need to be a success**

* The ability to engage with challenging individuals and build trusting relationships – patience and resilience is key!
* Be willing to go that extra mile to provide exceptional support.
* A flexible and innovative approach to service delivery.
* A full driving license and access to your own vehicle would be advantageous however not essential.

**What you will get in return**

* The opportunity to make a real difference to people’s lives and feel a great sense of achievement
* 25 days holiday + 8 Bank Holidays
* A fabulous wellbeing programmes
* Discounts with retailers and gyms
* Training and development opportunities
* Regular staff events, team building and team days
* Working with a fantastic knowledgeable team
* Be part of a values lead culture
* Quality learning and development opportunities
* Join a unique and diverse group of companies with growth ambitions

There are so many more benefits to working for Enterprise and the Calico Group, too many to mention! Calico has a reputation both locally and nationally as an employer of choice, ranked 2nd in the “Inclusive top 50 UK Employers list” – an achievement we are exceptionally proud of.

**How to apply?**

**Please tell us what experience and skills you have in your covering letter or CV.**

If you think you have everything, we're looking for in a Supported Housing Officer then we'd love to hear from you. You can apply by selecting ‘apply online’ below and completing the application process.

**For further information on the role please contact Kathryn Mullen** [**kmullen@calico.org.uk**](mailto:kmullen@calico.org.uk)**.**

Working hours are 37.5 hours per week Monday-Friday (There may be the odd occasions of working outside set hours due to the nature of the service).

Salary - £22,807.