



Supported Housing Officer Portsmouth Homes

Salary: Band 7 - £32,061 - £36,363 p.a.

Hours per week: 37

Location: Somerstown Area Housing Office, Portsmouth

Contract type: Permanent

The Service:

Portsmouth Homes - Housing, Neighbourhood and Building Services.

The Supported Housing Portfolio forms part of the Housing, Neighbourhood and Building Services directorate, working with internal and external stakeholders to provide supported accommodation across various locations within Portsmouth, to some of the city's most vulnerable residents.

As a service we take pride in our commitment to valuing our customers, focusing on what's important so that we make a real and positive difference. Our values are outlined in Portsmouth City Council's values and if these reflect who you are and how you work then this could be the role that meets your career aspirations.

What is the role?

The Supported Housing team manage a diverse range of residents with additional support needs, such as adults with learning disabilities, adults with both complex physical and mental disabilities, care experienced young people, women's refugees, and persons temporarily accommodated to prevent homelessness. As the service continues to develop and expand so does the demographic of residents we support.

As a Supported Housing Officer working within the Supported Housing service, you and the team will be responsible for providing Housing Management and landlord services across the Supported Housing Portfolio. This is achieved by supporting residents and collaborating with both internal and external stakeholders to deliver the best possible outcome for our residents.

You will be expected to help residents meet their responsibilities in order that they can sustain their accommodation as outlined in their tenancy/license agreement whilst delivering excellent customer service. The Supported Housing Officer will take appropriate tenancy/license enforcement action when proportionate and necessary to do so.

Who is the person?

You will need to:

- Understand the Regulator of Social Housing's Consumer Standards and be able to show how these are applied in practice.
- Demonstrate the ability and confidence to engage with a wide range of residents and build positive working relationships.

- Use sound judgement to make informed decisions regarding residents' circumstances, considering all relevant facts, working with others and using available resources to achieve positive outcomes.
- Explain how you would support residents to meet their responsibilities, and what action you may take if they do not comply with the terms of their accommodation.
- Have experience of working with residents within their homes and the confidence to carry out home visits.
- Communicate effectively with tenants, families and partner agencies, including Social Care, Mental Health Services, support workers, advocates and NHS services.
- Understand the role of Social Care, Health Services and other agencies, and work with them to help residents sustain their tenancies and achieve positive outcomes.
- Understand how learning disabilities, physical disabilities and mental health needs can impact on a person's life and wellbeing.
- Work confidently and effectively to solve problems, respond calmly to situations as they arise, and use your initiative and discretion within relevant policies and procedures.
- Represent the department at professional meetings with internal and external partners.
- Be proactive and highly motivated, able to work quickly, accurately and consistently under pressure while managing your time and competing priorities effectively.
- Be confident working alone and as part of a team.
- Understand the importance of confidentiality when working with residents, particularly in relation to GDPR requirements.
- Be competent using Microsoft Excel, Word and Outlook, and able to use IT systems to maintain clear, accurate, concise and organised records.
- Have a full UK driving licence and access to a car for work purposes.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).