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**Housing Support Manager**

**Reports to: Accommodation and Outreach Manager**

**Responsible for - Directly: 8**

**Total staff managed: 8**

**Working environment: Hybrid – office and home working to meet business needs**

**Working hours: Full time, 37 hours over a 5-day week**

**Contract type: Permanent**

**Purpose of role**

The Housing Support Manager will lead the accommodation support team, providing a specialist role to ensure that households are supported through the homeless pathway into settled accommodation. The role will include liaising with relevant agencies, coordinating housing options, and empowering clients to overcome challenges related to housing

**Key result areas:**

* An accommodation service that is efficient and cost-effective and meets the needs of all those persons requiring interim or temporary accommodation.
* Persons in all forms of temporary accommodation are provided with tailored, personalised support
* Reduction in cyclical homelessness

**Main responsibilities**

**Management:**

* Manage a team of accommodation support staff.
* Provide regular supervision, training, and performance reviews for the team.
* Ensure the team delivers a high standard of support to clients in temporary accommodation.

**Housing Assessment & Advice:**

* Ensure thorough assessments of clients’ housing needs, including vulnerabilities, preferences, and long-term housing goals are in place.
* Ensure the provision of personalised advice on housing options, entitlements, and services available.

**Case Management:**

* Develop and implement tailored support plans for clients with multiple and complex needs, outlining goals and actions to secure and maintain stable housing.
* Work with accommodation support officers to provide ongoing support, monitoring progress, and adjusting plans as needed to address challenges.
* Provide crisis intervention when clients face immediate housing issues such as eviction or homelessness.

**Liaison & Advocacy:**

* Act as an advocate for clients when dealing with colleagues, housing associations and private landlords to secure suitable accommodation.
* Build and maintain strong relationships with external agencies, including other local authorities, housing associations, charities, and private landlords.

**Support in Sustaining Tenancies:**

* Provide advice and practical support to help clients sustain their tenancies, including budgeting, tenancy rights, and dispute resolution.
* Offer information on tenancy support services, benefits, and community resources.

**Record Keeping & Reporting:**

* Maintain accurate, up-to-date records of client interactions, housing assessments, and support plans.
* Prepare regular reports and updates for managers, funders, and stakeholders as required.

**Training and Development:**

* Stay up to date with housing and homeless legislation, local services, and best practice.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Person Specification**

1. **Experience/ Knowledge**

**Essential**

* 1. Previous experience of working in housing support, social care, or related fields.
  2. Experience in case management or providing direct support services to vulnerable individuals or families.
  3. Demonstrable experience of working in housing management.
  4. Experience of managing staff
  5. Strong knowledge of housing legislation, tenancy rights, and welfare benefits
  6. Familiarity with homelessness prevention strategies and housing options.

**Desirable**

* 1. Knowledge of local housing stock, support services, and community resources.
  2. Experience with collaborative working with external agencies and partners

1. **Qualifications & Skills**

**Essential**

* 1. A relevant degree level qualification in housing or a related field (or equivalent experience).
  2. Ability to assess housing needs and provide tailored advice and support.
  3. Excellent communication skills, both written and verbal, with the ability to advocate for clients effectively.
  4. Strong organizational skills and the ability to manage multiple cases simultaneously

**Desirable**

* 1. A relevant professional qualification in housing, social work, or a related area.

1. **Personal Qualities and Attributes**
   1. Empathetic and non-judgmental attitude towards individuals facing housing challenges.
   2. Resilience and ability to work under pressure in challenging circumstances.
   3. Commitment to promoting equality, diversity, and inclusion in housing services.
   4. Ability to work independently and as part of a team.
   5. Flexible, adaptable, and proactive in problem-solving.

The following criteria will be tested at interview stage and does not need to be evidenced in an application form, CV or covering letter

1. **Agreed Behaviours Framework**
   1. Putting Great Yarmouth first
   2. Effective and open communication
   3. Respecting others
   4. Working together
   5. Embracing change
   6. Taking personal responsibility
2. **Our Cornerstones of Management and Leadership**
   1. Trust and Respect
   2. Communicate and Connect
   3. Lead and Inspire
   4. Ownership and Accountability
3. **Additional requirements** 
   1. Basic DBS Check