

Job Description

Homeless Prevention – Housing Support Officer

Who are we?

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

Our Values



WE PUT TENANTS AT THE HEART OF ALL WE DO

We know, value and respect our tenants, and work with them to make a difference.



WE DO THE RIGHT THING

We act with honesty and integrity, we ask questions and think differently, and do the things that matter.



WE OWN IT

We take responsibility for our own actions and we deliver on our promises.



WE AIM HIGH

We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard.



WE ARE ONE TEAM

We value and support each other, build positive relationships, and work together to achieve more.

Your role

You will work on The Housing Pathways team either with people who have previously experienced homelessness or tenants who are finding it difficult to sustain their tenancy. You will work with them to make a safe, comfortable, secure home by helping them to develop their skills, goals and aspirations and to overcome barriers to independent living using a range of coaching, training and

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support methods. You will use a person-centred approach that promotes independence, responsibility, healthy lifestyles, and personal wellbeing and you will build relationships with our tenants by spending quality time helping them to develop community connections.

Your Team

This role sits within our Housing Pathways Team who are based at Harbour House. The wider Housing Pathways team also encompasses The Spires, which provides accommodation for those who are homeless or at risk of homelessness.

Your Manager

This role reports to the Housing Pathways Support Manager.

Your Key Responsibilities

- To provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
- Manage a case load of tenants, providing person-centred support which empowers tenants to develop the skills necessary for independent living.
- Help tenants to recognise their strengths, goals, and aspirations, encourage them to use these to effect change.
- Support tenants' wellbeing, encouraging them to actively engage with services in the community and accompanying them to appointments if required.
- Assist tenants to sustain their tenancy, advising and supporting with matters relating to rent, repairs, benefits and ASB.
- Be involved with the referral, assessment and sign up of new tenants to the service.
- Maintain accurate and up to date case notes using our electronic case management system, ensuring confidentiality and compliance with GDPR.
- Identify, report and record safeguarding concerns following relevant procedures.
- Collaborate with internal teams and external agencies and attend multi-agency meetings when necessary.

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

Corporate Responsibilities

- To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
- To follow all CGA's Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
- To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
- To speak out when you see something that is wrong or that we can improve on.
- To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
- To remain vigilant about cybersecurity and report any concerns.
- To use all resources appropriately and efficiently.
- To attend and positively engage with all mandatory training.
- To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

How your performance will be measured

- Objectives and targets set your in your Annual Check-in (Performance Appraisal)
- Achievement of team Key Performance Indicators
- Delivery of Team Plan objectives
- Monthly One to One meeting
- Customer feedback

Person Specification

Homeless Prevention – Housing Support Officer

Essential Desirable

Your Experience and Track Record		
Lived experience or have worked with vulnerable adults / children or people who have experienced homelessness	✓	
Experience of completing risk assessments and support plans		✓
Experience of effective partnership working and team working	✓	
Experience providing Intensive Housing Management or housing related support		✓

Your Skills, Abilities and Knowledge		
Good verbal and written communication skills, able to adapt style according to the person you are communicating with	✓	
Excellent understanding of issues relating to people experiencing multiple disadvantage	✓	
Knowledge of safeguarding and promoting the welfare of vulnerable adults	✓	
Can demonstrate a working knowledge of housing management e.g. tenancy management, rents, ASB	✓	
Able to keep accurate records and carry out a range of administrative tasks using IT systems, familiar with using Microsoft office apps	✓	
Awareness of Health and Safety legislation and risks related to the role	✓	
Can demonstrate importance of GDPR as it relates to the role	✓	

Your Qualifications and Training		
Maths and English GCSEs at grade 4 or above or equivalent levels of numeracy and literacy	✓	
Relevant accredited qualification or significant experience with professional development within a similar role	✓	
Current valid driving licence with access to a vehicle insured for business use	✓	

Your Approach to Customer Service		
Demonstrate excellent interpersonal and customer service skills with a positive attitude	✓	
Demonstrate understanding and empathy with the needs of diverse groups and individuals	✓	
Exceptional listening skills and professional curiosity to really understand what service is required	✓	

Values and Behaviours


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Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

DBS check required for the role (please tick)				
None	DBS Basic	DBS Enhanced	DBS Enhanced with Adult Barred	DBS Enhanced with Child Barred
		✓		

Employee Signature		Date	
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WE PUT TENANTS AT THE HEART OF ALL WE DO - We know, value and respect our tenants, and work with them to make a difference.

<p>To demonstrate this value, you should:</p> <ul style="list-style-type: none"> • Deliver excellent customer service, being professional and empathetic • Treat tenants how you would like to be treated • Listen to tenants' views and act on them • Be honest, non-judgemental and fair • Tailor your approach to individual needs • Recognise that everyone is different and deserves respect 	<p>You should not:</p> <ul style="list-style-type: none"> • Deliver a 'one size fits all' service • Be dismissive of or disregard tenants' views • Fail to report concerns • Lack compassion and empathy • Make assumptions • Use inappropriate language 	
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WE DO THE RIGHT THING - We act with honesty and integrity, we ask questions and think differently, and do the things that matter.

<p>To demonstrate this value, you should:</p> <ul style="list-style-type: none"> • Treat everyone as an individual and with respect • Take pride in what you do and deliver excellent customer service • Challenge if something doesn't feel right and take action if something is wrong • Use professional curiosity to learn more to make the right decision • Assess risks before you act • Be professional, and a positive role model for others 	<p>You should not:</p> <ul style="list-style-type: none"> • Ignore concerns or wrongdoing • Turn a blind eye • Assume you always know best • Take short cuts • Look for the easy route • Take things at face value • Be too rigid in your approach 	
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WE OWN IT - We take responsibility for our own actions and we deliver on our promises.

<p>To demonstrate this value, you should:</p> <ul style="list-style-type: none"> • Make things happen and get the job done • Be flexible and adaptable • Overcome barriers to find a solution • Ask for help when you need it • Take responsibility for your own safety and that of others • Own up to mistakes and learn from them 	<p>You should not:</p> <ul style="list-style-type: none"> • Focus on problems rather than solutions • Be defensive, make excuses, or blame others • Do the bare minimum • Create barriers • Say 'that's not my job' 	
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WE AIM HIGH - We are creative and resourceful, constantly seeking improvements to achieve the highest possible standards.

<p>To demonstrate this value, you should:</p> <ul style="list-style-type: none"> • Take pride in your work, always looking to do the best you can • Be innovative and creative, seeking alternative ways to do things better • Be open minded and prepared to try new ways of working • Learn from successes and mistakes • Seek and act on feedback to develop yourself • Actively seek out best practice and learn from others 	<p>You should not:</p> <ul style="list-style-type: none"> • Be stuck in your ways or reluctant to try new things • Pass problems onto others • Ignore ideas or feedback of others • Be negative in your approach • Complain or grumble when things don't go your way 	
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WE ARE ONE TEAM - We value and support each other, build positive relationships, and work together to achieve more.

<p>To demonstrate this value, you should:</p> <ul style="list-style-type: none"> • Be a great team player • Be approachable, courteous and friendly • Be inclusive of everyone • Work collaboratively with others • Be open and transparent in all you do • Appreciate and recognise the good work of others • Celebrate success together and share problems to help find solutions • Seek advice and support when you need it • Recognise when a team member may benefit from your support 	<p>You should not:</p> <ul style="list-style-type: none"> • Work in isolation • Ignore or isolate others • Withhold information • Regularly miss deadlines • Make false promises • Take credit for others work • Cause division with other teams • Gossip about others • Be dismissive of or downplay successes 	
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