



**Creative Support Ltd**  
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**Supported Housing Officer**  
**Head Office, Stockport**

**Reference: 80958**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 19 January 2025**

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**

All candidates are subjected to enhanced DBS checks.



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## **JOB DESCRIPTION – Supported Housing Officer**

### **Head Office Stockport**

**Accountable to:** Supported Housing Manager

**Hours:** Full Time (37.5hrs per week)

#### **The Role:**

To work as a member of Creative Support’s Housing Management team, based at our busy Head Office in the centre of Stockport. To contribute to Creative Support’s business success through effective tenancy management, income maximisation and arrears recovery. You will be responsible for a caseload of tenants in accommodation owned and managed by Creative Support.

You will be responsible for providing advice and support to scheme staff on how to promote positive tenancy sustainment and proactively provide good tenancy management in properties owned and managed by Creative Support. You will take responsibility for carrying out formal and complex actions yourself including signing up tenants, supporting tenants with Housing Benefit applications, issuing warning letters, attending tenancy reviews and follow up court proceedings where it is agreed that this is the most appropriate course of action.

You will ensure that all tenants in your caseload are in receipt of Housing Benefit where appropriate, that ineligible rent is being paid and that tenancy action is taken promptly where there are arrears.

You will work as a member of a team of Housing Officers and Welfare Rights Officers and should also expect to have regular interaction with our Finance Department and Senior Management including Service Directors.

The role will involve regular regional travel.

#### **Main Duties:**

- 1.** To carry out pre-tenancy checks on allocated referrals before they sign up to our accommodation to ensure that they have all required paperwork including Right to Rent ID. To ensure that if they have been a tenant with Creative Support before that former rent accounts are checked and the prospective tenant is asked to clear any arrears or set up a payment plan.
- 2.** To sign up all new occupants in accommodation owned or managed by Creative Support. This will involve regional travel, meeting vulnerable adults with varying capacity and other parties including Social Workers, family members and advocates.
- 3.** To ensure that no one is allowed to move into our accommodation without a signed occupancy agreement and that this agreement is clearly explained to prospective occupants so that they are clear about their rights and responsibilities.
- 4.** To ensure that rent and service charge liability is clearly explained during the sign up process. Provide tenants with accurate and appropriate advice and information in a suitable format about the amounts payable and the range of payment options available.
- 5.** To facilitate the submission of a Housing Benefit claim within the first week of the tenancy and where another representative e.g. an appointee is taking responsibility for this, that they also

ensure the claim is submitted within the first week and that you monitor this and obtain proof of the claim having been submitted.

6. To make sure that the Housing Benefit claim goes into payment from the correct date and at the correct rate and that communication is maintained with the local authority throughout to avoid any arrears accruing due to information not being provided or timescales not being met.
7. To visit all new tenants 4-6 weeks after the start of their tenancy to make sure that they have settled into their accommodation, are maintaining the condition of their home and that there are no rent issues.
8. To ensure that all accounts on the internal system are set up and maintained with accurate charges and correct start and end dates, making adjustments where necessary.
9. Collect information for the completion of CORE monitoring logs for all new starters.
10. To support the administration of the charging and collection of rent and other charges, liaising with tenants, housing benefit and support staff to minimise arrears. To implement and monitor action plans to recover arrears.
11. To help develop corporate KPI's for tenancy management including monitoring the throughput of our services, the outcomes of tenancies and the number of written warnings issued.
12. To complete quarterly monitoring for partner RSL's whom we manage accommodation for.
13. To provide training, advice and guidance to support staff on good housing management practice.
14. To work with tenants who are at risk of losing their tenancy and with others involved in their care to prevent eviction.
15. To proactively work with tenants in the setting up of appropriate and achievable behaviour agreements where a tenancy is at risk.
16. To take formal tenancy enforcement action when required such as official written warnings.
17. To facilitate and attend formal tenancy reviews with occupants at risk of losing their tenancy ensuring all appropriate parties are also invited including staff, social workers, family members or other advocates.
18. To facilitate and attend formal case management reviews for occupants who are at risk of losing their tenancy and have exhausted our housing management processes and may potentially be evicted. Ensuring all appropriate parties are invited including social workers, family members, police, other support agencies and others.
19. To discuss and recommend complex cases which may need legal action with the Housing Manager, Service Managers and Service Directors.
20. To initiate any legal action, within set timescales and attend and represent Creative Support in court if required.

21. To ensure that at the end of a tenancy formal written notice is received from the tenant and that a letter is sent to them confirming receipt of this notice, the current arrears and explaining about the ongoing rent and service charge liability.
22. Where a tenancy is ending outside of normal means e.g. a tenant is admitted to hospital and won't be returning, to ensure that good tenancy management is still adhered to and that notice is obtained from an appropriate individual and that arrears are not allowed to accrue on tenancies due to poor communication.
23. To communicate with tenants who are leaving and their support staff in order to obtain a forwarding address for the purpose of informing the tenant of any outstanding rent at the end of their tenancy and any recharges for repairs or maintenance.
24. To keep the housing management system accurate and up to date with all contact with tenants and their representatives and work undertaken.
25. To liaise with partner housing associations, Social Services, CAB, Welfare Rights Teams, family members and other relevant parties and develop positive working relationships.
26. To assist in ensuring the corporate policies on arrears recovery and tenancy management are up to date and fit for purpose including any updates to the law and Creative Support responsibilities.

**Voids Management:**

27. To maintain accurate records of all empty properties within your caseload. This should include an understanding of why there is a void and what is being done to fill it.
28. To support frontline managers to overcome any barriers to filling the empty units. To be assertive and proactive in encouraging prompt sign-ups of suitable referrals and explaining about the process of applying for Housing Benefit on two homes.
29. To support staff with the carrying out of void inspections on properties due to become vacant, to highlight any work that might need doing or furniture which might need ordering.
30. To liaise with the Property Services team at Head Office with regards to outstanding works or items needed for empty properties in order to make them ready for new tenants. To prevent ongoing void rental loss due to outstanding void works.
31. To contribute to weekly reports for the executive Committee informing them of void levels, void rental loss and actions taken to fill these voids.

**General:**

32. To ensure the properties in your caseload are being maintained to a high standard and that if during any visits you observe any damage, structural problems, signs of disrepair or that these are reported back to the Property Services team at Head Office.
33. To understand and be familiar with the process of safeguarding and its impact on good housing management. To ensure that any safeguarding concerns are raised with an appropriate manager and that at all times the health, safety and security of our tenants and staff is maintained.

34. To maintain a high standard of record keeping and keep all financial and administrative records and databases accurate and up to date.
35. To work enthusiastically and effectively within the team and to contribute to its development and success.
36. To provide cover for colleagues as appropriate and when necessary. This will include supporting them with tenancy sign-ups and tenancy enforcement action when they are out of the office. This is essential to ensure the ongoing efficient running of the business and to prevent any unnecessary delays.
37. To present a positive and professional image of the company at all times and to carry out all work in a manner consistent with the aims and principles of Creative Support.
38. To take responsibility for your own health and safety and that of colleagues, complying with Health and Safety regulations and procedures.
39. To be responsible for maintaining professional knowledge and skill through reading, research and ongoing professional training.
40. To adopt a flexible, co-operative and innovative approach to your areas of responsibility, supporting the work of your team and other colleagues throughout the organisation.
41. To promote a caring, helpful and unbiased attitude towards all service users and to deliver excellent customer service in all dealings with service users, colleagues and external agencies.
42. To produce statistical and other reports when required.
43. To provide regular verbal and written reports to line manager and to accept regular support and supervision from line manager.
44. To comply with and implement the Equal Opportunities Policy of Creative Support.
45. To maintain confidentiality at all times, in accordance with Creative Support's policy and the framework of the Data Protection Act.
46. To identify own training needs in discussion with line manager and to attend training events and courses as required.
47. To observe company policies, procedures and guidelines for good practice.

**PERSON SPECIFICATION – Supported Housing Officer**

**Head Office Stockport**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
1	Experience of general administration and record keeping	Application /Interview	Essential
2	Experience of working in social housing, supported housing, client finance or welfare rights	Application /Interview	Desirable
3	A working knowledge of welfare rights and the benefits system	Application /Interview	Desirable
4	Understanding of data protection & confidentiality issues	Application /Interview	Essential
5	Familiarity with computerised records and accounts	Application /Interview	Essential
6	A relevant vocational qualification	Application Interview & certificates	Desirable
7	Good first degree (2:1 or above) or equivalent qualification	Application Interview & certificates	Desirable
8	A good standard of written English	Application / Test	Essential
9	Good numeracy skills	Test	Essential
10	Ability to analyse and interpret complex written and numerical information	Application / Interview	Essential
11	Excellent IT and data management skills, including proficiency in Microsoft Word, Outlook and Excel	Application / Interview	Essential
12	Excellent time management skills, including the ability to work on a variety of tasks and multiple projects and to prioritise these effectively on own initiative and using self motivation	Application / Interview	Essential
13	Ability to deal effectively with challenging situations and/or persons diplomatically but assertively	Application / Interview	Essential
14	Ability to engage effectively, meaningfully and sensitively with service users from a range of client groups and with a range of support needs.	Application / Interview	Desirable
15	Ability to build strong working relationships both internally and externally	Application / Interview	Desirable
16	Excellent customer care skills and the ability to respond to a wide range of enquiries.	Application / Interview	Essential
17	Willingness to consult colleagues and to work as part of a team	Application / Interview	Essential
18	Courteous, friendly and professional telephone manner and e-mail style both internally and externally	Application / Interview	Essential
19	Ability to work out of hours and attend evening/weekend meetings as and when required	Application / Interview	Essential
20	A commitment to continuous improvement of services, sharing ideas with manager and colleagues	Application / Interview	Essential
21	Willing to accept constructive feedback and adapt actions/behaviour accordingly	Application / Interview	Essential

<b>22</b>	A commitment to equal opportunity policies and practices	Application / Interview	Essential
<b>23</b>	Willing to attend training courses and events	Application / Interview	Essential
<b>24</b>	Willing to travel nationally based upon the needs of the services	Application / Interview	Essential
<b>25</b>	Good work ethic, timekeeping, attendance, professionalism and reliability	Application, Interview & References	Essential

**TERMS AND CONDITIONS – Supported Housing Officer**  
**Head Office Stockport**

<b>Salary:</b>	<b>Up to £26,198 per annum pro rata</b>	
	<b>Point One:</b>	£12.50 per hour / £24,375 per annum
	<b>Point Two:</b>	£13.00 per hour / £25,350 per annum
	<b>Point Three:</b>	£13.43 per hour / £26,198 per annum
<p><b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i></p>		

**Hours of Work**

Full time hours: 37.5 per week. Hours are to be worked flexibly, which may on occasion include participation in an out of hours on call rota which will include weekend (Sat/Sun 8am-4pm) shifts on a rota basis.

**Holidays:**

25 days plus 8 statutory days pro rata.

**Confidentiality:**

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

**Birthday Holiday Bonus:**

You will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

**Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure checks.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**Probationary Bonus:**

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

**Sickness Policy:**

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for



payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

**Pension:**

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

**Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

**Discretionary Benefits:**

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

**Employee Assistance Service:**

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

**Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

**Payroll Giving:**

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

**WeCare Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

**Your Rewards:**

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

**Retirement Awards:**

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

**Refer a Friend Scheme:**

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

**Travel Expenses:**

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

**Lease Cars/Car Allowance:**

A mileage allowance is payable for the use of an employee’s car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection on commencing employment.

**Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

