



# HOUSING RELATED SUPPORT OFFICER – SIX MONTHS FTC

## Recruitment pack

### Homes in Somerset

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**Penlea House Development**



**Woolavington Estate Walkabout**



**Carrots Farm Handover**



**Highbridge Estate Walkabout**



**West Bow House Customers**



**2024 Garden Competition**

## Welcome to Homes in Somerset

Dear Applicant,

Thank you for your interest in working with us at Homes in Somerset. This is a great opportunity for an outstanding professional to join us at an exciting time.

We are looking for someone to join us for six months (possibly longer) as a Housing-Related Support Officer, looking after our customers on our three Extra Care schemes. This important role entails supporting people to maintain their tenancies, deal with finances and repairs, helping with personal admin and a host of other issues which arise. Importantly, it also entails setting up and running social activities and generally contributing to our residents' happiness and wellbeing.

The role includes working with care staff on site, with a range of housing colleagues and with external agencies.

The successful candidate will be joining an organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training, and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a passionate team of people working for our customers and a leading Arm's Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role with our Chief Executive, Peter Hatch, please contact us by emailing [Jobs@homesinsomerset.org](mailto:Jobs@homesinsomerset.org).

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People & Communications



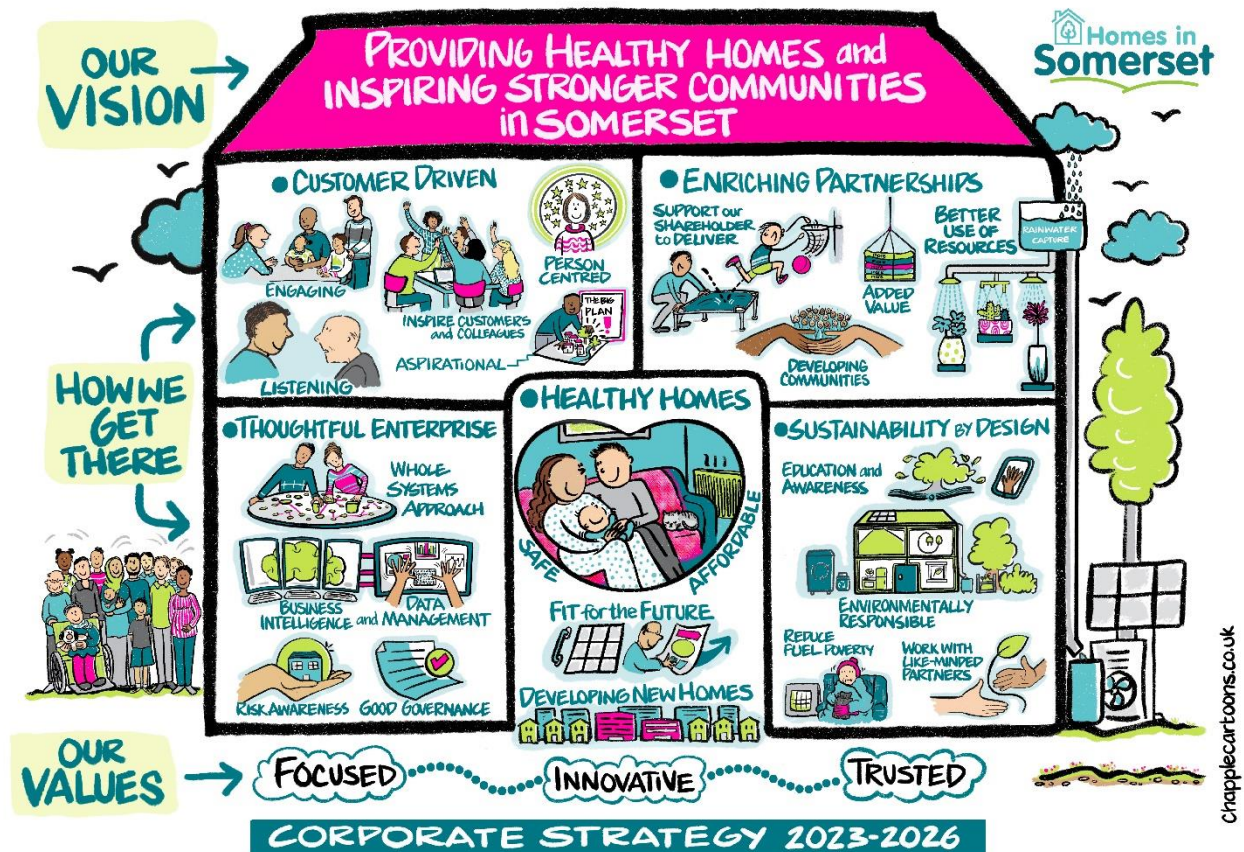


## About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do. We are one of the largest housing providers in Somerset, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality and safe homes are provided to the people who need them most.

We've recently been re-assessed an Investors in People Gold Award employer, and we've got big plans for the future.

## Our current strategy



**FOCUSED**

**INNOVATIVE**

**TRUSTED**

## Role Profile

Job Title: Housing Related Support Officer – Six months FTC

Salary: £31,022 to £32,597 depending on experience

Annual Leave: 25 Days plus bank holidays

Car Allowance: Generous mileage allowance

## What's the role?

You will:

- You will be providing a housing related support to tenants within our Extra Care Schemes.
- Extra Care housing provides vital help to tenants who want to lead an active and independent life. The focus being on prevention and early intervention.
- You will be providing a service that enables a community environment, helping tenants to feel part of their scheme. Where services will reflect the occupancy and interests of those living on them.
- Working in partnership with Somerset Council service areas, Police and other key partners to gather and analyse evidence of anti-social behaviour and to develop appropriate responses.
- You will report to the Extra Care Support Team Leader

## What will I have to do?

You will:

### **Provide additional housing management**

- Assist tenants entering the service – tenants will have access to help when initially viewing a property, signing up for a tenancy and be introduced to the range of services available on a scheme. You will provide hands-on, pre-tenancy work to complete an assessment of relevant needs and ensure maximisation of the service.
- A full introduction to the new home and tenancy will be carried out over a six-week period.
- Prevent tenancy breakdown - tenants will have access to help involving the provision of information and advice required to meet their needs in managing their tenancy through self-help or assistance. This will include provision of advice and information

on welfare benefits, budgeting, managing money, tenancy responsibilities and obligations.

- Assist tenants with correspondence; reading and writing of letters and support tenants making telephone calls that are necessary to the wellbeing of the tenant.
- Act as an advocate for the tenant where gaining access to other key services as necessary to the wellbeing of the tenant.
- Provide advice to tenants in relation to ensuring privacy within their accommodation.
- Encourage tenants to build or sustain effective social and familial relationships, thereby reducing social isolation.
- Ensure the safety and security of all tenants particularly where there is a change of circumstances / health / falls / bereavement / hospital discharge or other critical events to maximise independence and reduce the need for move-on to more acute care services.
- Provide advice and support where needed on reporting any defects or faults within the tenant's property to the maintenance section.
- Help with maintaining security – tenants will be provided with help in making referrals for aids and adaptations or disabled facilities grants and in dealing with property repairs. Regular visits/inspections of schemes will be undertaken to ensure the environment remains safe and secure.
- Help with moving on, tenants will have access to help when ending a tenancy
- Support tackling anti-social behaviour, Hate Crime and Domestic Abuse across the Extra Care schemes for tenants.
- Provide effective anti-social behaviour case management ensuring that all appropriate actions are taken in tackling anti-social behaviour.
- Support multi-agency problem-solving to improve community safety and working with Police and other agencies as necessary.

### **Housing related support**

- Undertake a formal assessment of need. The service will be personalised to the needs of individuals and will support and enable those tenants with more complex and or enduring needs.
- Undertake risk assessments, support requirements and outcomes will be reviewed on an individual case by case basis with regular progressive reviews being undertaken. Support will be provided when required and will be reviewed annually.
- Provides a flexible response to individuals whose tenancy is failing because of low-level mental health needs.
- Person centered risk assessments will be undertaken for all tenants and if required "Personal Emergency Evacuation Plans", which will be reviewed regularly.
- Actively encourage individuals to achieve their goals, provide emotional support to them by actively listening to how they feel and promote a positive outcome-based approach.
- Work with the Sheltered Housing Team and Housing Officer in identifying, visiting and arranging visits to the Extra Care Schemes for possible new Extra Care Tenants.

### Tenant Involvement

- Support activities that aim to prevent social isolation and increase well-being.
- Ensure that the tenants are confident about the services on their scheme and support will ensure tenants can participate in decision making.
- Assist in forming tenant groups, tenants will be encouraged to attend Service Development Group meetings. Training will be offered to develop the skills and abilities of those that want to get involved in the management of their homes.
- Encourage the use of assistive and personal technologies to increase independence and enhanced quality of life and that the technologies used is operational and effective to sustain tenancies.
- Access appropriate funding and work in partnership with others, to support the delivery of a variety of activities & social events.
- Build and maintain positive links with voluntary and neighbourhood groups to promote social inclusion, tackle loneliness and increase customer involvement
- Ensure we have accurate and up-to-date customer information on our systems.

### Somerset Lifeline

- Work closely with Somerset Lifeline and the Emergency Response Team service, via emergency alarm equipment to make sure that tenants can get help easily when they need it.

## What do I need to be successful?

- A current driving licence
- A desire to support vulnerable people
- Well-developed IT, communication, and interpersonal skills.
- The ability to work professionally and collaboratively with other teams across the organisation to achieve great outcomes for our customers.
- A high degree of problem-solving skills.
- The ability to apply your skills to motivate, support, influence and organise work to deliver high quality services.
- Represent the service and the wider organisation.
- Support the team and customers to facilitate staff rotation as necessary.
- The ability to network and develop strong partnership working across the geographical area in which the service is delivered.
- The ability to research and access funding opportunities

## How will I evidence my success?

I will...

- Display and demonstrate behaviours that reflect our corporate values and put customers first.
- Contribute and be proactive at 121s, team meetings and performance & development reviews.
- Successfully meet agreed key performance indicators
- Maximise funding opportunities.
- Develop positive and productive working relationships both internally and externally with relevant colleagues and other stakeholders and partners.
- Identify and support the management of risk and health and safety associated with my service area.
- Ensure that our policies and procedures are implemented consistently and ensure performance information is accurately recorded.



## What we offer

We want Homes in Somerset to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

## Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 15 August 2025
Closing date	Sunday, 31 August 2025
Shortlisting	w/c, 1 September 2025
Formal interviews	Thursday, 4 September 2025

## How to Apply

To apply, please visit the vacancies section on [our website \(www.homesinsomerset.org\)](http://www.homesinsomerset.org) Click on the Menu button, and under the section 'Work with Us' you will find Vacancies, open this up, find the relevant vacancy and select the 'apply now' button to complete your application.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Our address should you need it is:

The People Team, Homes in Somerset, Bridgwater House, Kings Square, Bridgwater, TA6 3AR

The closing date for applications is **Sunday, 31 August 2025, at 5pm.**