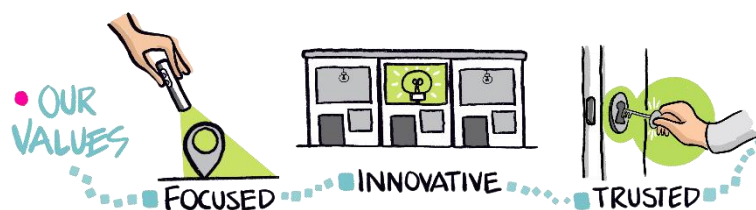


Phone: 0800 585 360

Email: jobs@homesinsomerset.org



Case Manager – Supported Housing Recruitment Pack





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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.

As a Case Manager in Supported Housing, you will manage a varied portfolio of tenancies, provide practical and person-centred support, address complex housing issues and work with partner agencies to promote independence, wellbeing and successful tenancies.

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, please contact us by emailing Jobs@homesinsomerset.org.

We look forward to receiving your application.

With best wishes,

Julia Paling

Head of People and Communications



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About Homes in Somerset

Here at Homes in Somerset, our customers are at the heart of everything we do.

We're soon to become the largest housing provider in Somerset. We are proud to build stronger communities through providing great homes. We are driven to be the best managing agent in England, and we plan to do this by upholding our values and working towards three core strategic themes.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award and a gold RoSPA Award for health and safety performance, and we've got big plans for the future.

Our current strategy



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Role Profile

Job Title:	Case Manager – Supported Housing
Contract Type:	Fixed Term Contract – 12 months
Salary:	£32,597 - £36,363 per annum (pay award pending)
Annual Leave:	25 days per year + bank holidays

Role Purpose

To deliver a proactive, person-centred housing management and support service that enables tenants to successfully maintain their tenancy, live independently and thrive within their community. Working closely with tenants, colleagues and partner agencies, you will manage tenancy-related matters, provide practical support and advice, promote wellbeing and safety, and help achieve positive outcomes for residents.

You will:

- Manage a portfolio of approximately 140 to 160 supported housing tenancies, providing a proactive, person-centred housing management and support service.
- Provide prospective tenants with information and advice during property viewings.
- Complete tenancy sign-ups and ensure new tenants receive a thorough introduction to their home, tenancy and available services.
- Support new tenants during their initial six-week settling-in period.
- Conduct regular home visits and maintain ongoing contact with tenants, encouraging them to manage their tenancy independently.
- Respond to a range of housing-related enquiries, from routine tenancy advice to complex case management.
- Maintain clear and accurate records of all tenant contact and case activity on the Open Housing system.
- Provide advice and guidance on welfare benefits, budgeting, money management, tenancy responsibilities, permissions and minor adaptations or alterations.
- Undertake person-centred risk assessments for tenants.
- Prepare and review Personal Emergency Evacuation Plans where required.



- Identify and respond appropriately to safeguarding concerns in line with relevant policies and procedures.
- Complete annual tenancy checks and inspect homes to ensure compliance with tenancy agreements.
- Inspect communal areas regularly, identifying and reporting health, safety, security and fire safety risks.
- Work with relevant departments to ensure compliance checks and health and safety requirements are completed.
- Take appropriate and proportionate action when tenancy breaches occur, including pursuing injunction or possession proceedings where necessary.
- Support tenants when ending a tenancy, including completing relevant property inspections.
- Attend and contribute to multi-agency panels and forums, supporting informed decision-making about the suitability of applicants.
- Work collaboratively with internal teams, council services and external agencies to resolve problems, sustain tenancies and prevent tenancy failure.
- Promote tenant independence through the appropriate use of assistive and personal technology.
- Check that relevant assistive devices are operational and work with emergency response services when required.
- Provide appropriate support to tenants with lower-level mental health needs.
- Help reduce isolation and promote a positive community atmosphere.
- Support and administer referrals for aids, adaptations and repairs.
- Contribute to service development by producing relevant data and evidence to support continuous improvement.
- Maintain high standards of integrity, confidentiality, professionalism and customer service.
- Work across various locations, including tenants' homes, and undertake travel and lone working as required



What you will bring:

- A proactive, customer-focused and person-centred approach to supporting tenants.
- A commitment to helping tenants sustain their tenancy, maintain their wellbeing and live as independently as possible.
- Excellent written and verbal communication skills.
- Strong interpersonal skills and the ability to build effective relationships with tenants, colleagues, communities and partner agencies.
- Empathy, tact, persuasion and negotiation skills to manage a wide range of circumstances.
- A calm, confident and assertive approach when dealing with challenging or sensitive situations.
- The ability to manage conflict and resolve disputes constructively.
- Strong organisational skills and a conscientious approach to your work.
- The ability to prioritise competing demands, manage your time effectively and meet deadlines.
- The energy and drive to deliver excellent frontline services in a pressurised environment.
- The ability to use your own initiative and professional judgement when making decisions.
- Strong analytical and problem-solving skills, particularly when managing complex cases.
- The ability to work independently and contribute positively as part of a supportive team.
- The confidence to facilitate meetings and groups effectively.
- A collaborative approach to working with partners, stakeholders and communities.
- A commitment to equality, diversity and inclusion.
- A flexible and adaptable approach to changes in legislation, regulation, professional standards and service requirements.
- A commitment to maintaining confidentiality and handling personal information appropriately.
- Confidence in using Microsoft Office and other relevant business software systems.



- A commitment to continuous professional development and maintaining up-to-date housing knowledge.
- The flexibility to travel, work across different sites, visit tenants in their homes and undertake lone working.

Knowledge, Skills and Experience

- Knowledge of introductory and secure tenancies and how these tenancies are managed.
- Wider knowledge of housing law.
- The ability to recognise, understand and apply changes in housing legislation.
- Understanding of the rules relating to adaptations, facilities grants and housing allocations.
- Understanding of customer service values and principles.
- Understanding of equality, diversity and inclusion.
- Understanding of data protection principles.
- At least two years' experience of housing management and providing support to tenants within a local authority or similar environment.
- Experience of working in a role with a similar level of responsibility.
- Experience of working with a range of partners and communities to develop new and different ways of working.
- Experience of managing conflict and dealing with disputes.
- Experience of meeting deadlines and delivering excellent frontline services in a pressurised environment.
- The ability to prepare reports and communicate information clearly, accurately and professionally.
- Excellent written and verbal communication skills.
- The ability to demonstrate empathy and use persuasion, negotiation and tact in a range of circumstances.
- The ability to use initiative and judgement when making decisions within a housing and support environment.
- Effective time management and prioritisation skills.
- The ability to analyse information, manage cases and make effective problem-solving decisions.



- The ability to facilitate meetings and groups.
- The ability to work independently and as part of a supportive team.
- Excellent communication and interpersonal skills.
- A high level of competence in Microsoft Office and other relevant business systems.
- Education to A-level standard or an equivalent qualification.
- A Level 2 qualification in Housing Legislation, BTEC or an equivalent relevant qualification.
- A Level 4 qualification in Housing Management, a commitment to work towards the qualification, or equivalent relevant experience.
- Evidence of continuous professional development within housing services.
- Full driving licence and access to a vehicle for work purposes



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 17.4% 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.
- Access to discounts for sport, leisure, and entertainment activities.



Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	21 August 2026
Closing date	03 September 2026
Shortlisting	04 September 2026
Formal interviews	09 & 10 September 2026 In person

How to Apply

To apply, please visit the vacancies section on [our website](#). 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.

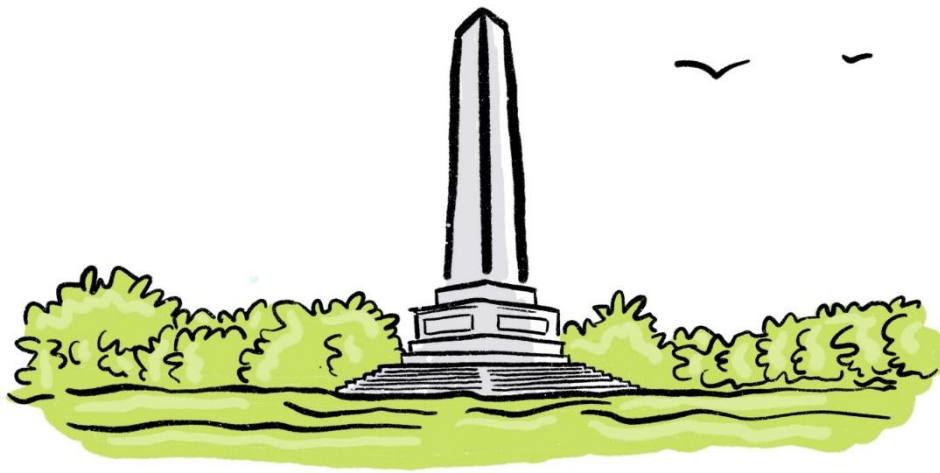
All appointments are subject to two satisfactory references, a DBS check and proof of your Right to Work in the UK. If required for the role, access to a vehicle is essential.

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 **Day, Date Month Year, at midnight**.





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