Job Introduction

Supported Housing Officer

**Contract**: Permanent

**Hours**: 35 hours per week

**Location**: Essex

**Passionate about helping vulnerable people and possessing housing management experience?  We need you!**

Our Supported Housing Services deliver homes for thousands of people who face challenges in today’s housing climate. Our residents include older people, people with learning disabilities, physical disabilities and mental health needs as well as people who have experienced homelessness. We strive to ensure that, regardless of need, our residents can lead their lives at home with dignity, in safety and in control.

We are now recruiting for a Supported Housing Officer role to fill in the vacancy in our Essex Mental Health and Homeless Prevention services covering services in Harlow, Waltham Abbey and Colchester, you will need to own and be a car user to enable you to carryout this role.

Role Responsibilities

As the principal housing contact for supported housing residents, the Supported Housing Officer will deliver housing management. We know that having a safe, secure home is fundamental to everyone’s wellbeing. Your role will often include working in partnership with other agencies and advocating for residents, as well as setting clear expectations with residents, so they consistently have the information and assistance to sustain their tenancies.

You will be personally committed to delivering the highest quality housing management services. You will ensure that our homes are well-managed, with minimised voids, maximised income, and above all offer positive environments for our residents.

The Ideal Candidate

This is a challenging and rewarding role. You will be adept at-risk management, have good judgement, strong interpersonal skills and a passion for excellent customer service.

If this sounds like the challenge you are looking for, we would love to hear from you. If you would like more information regarding this role, please contact Anne Gummer on anne.gummer@nhg.org.uk