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## **Supported Housing Officer**

**East Lancashire, Accrington and Burnley**

**Reference: 86279**

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: 02 June 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](mailto: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.**



**JOB DESCRIPTION – Supported Housing Officer**  
**East Lancashire, Accrington and Burnley**

**Accountable to:** Project Manager, Service Manager and Service Director

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

**The Role:**

The post-holder will undertake a range of comprehensive and practical housing management activities centred on tenancy start up, closure and resettlement, overseeing repairs, health and safety monitoring, tenant consultation and addressing anti-social behaviour and neighbour disputes.

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.

**Main Duties:**

To develop and positive person centred relationships with service users, their carers and members of their support network.

1. Ensure the tenant is aware of the conditions and tenure of their tenancy agreement and that they fully understand their rights and responsibilities as a tenant.
2. Provide the tenant with a tenancy handbook and keys when completing the sign-up process.
3. Assisting with Housing Benefit claims during tenancy sign-up process and throughout their tenancy. Report any subsequent changes to ensure payment of rent and minimise arrears.
4. Provide advice and assistance with getting utilities connected and disconnected
5. Advising and assisting with implementation of aids and adaptations to the property.
6. Advising tenants on rent arrears.
7. Ensuring the tenant is maintaining a safe and secure environment at home and advise accordingly.
8. Assist tenants with benefits and other claims, personal budgets and sign posting to relevant agencies to enable them to maintain their independence and remain in their accommodation.
9. Ensure tenants know how to use equipment safely.
10. Dealing with anti-social behaviour issues, and working with the Housing Officer in serving notices.

11. Dealing abandonment and related issues.
12. Arranging and monitoring access to the building.
13. Maintaining security of the building (locking doors/alarm checks).
14. Ordering and facilitation of new equipment, furniture, white goods, carpets/flooring.
15. Maintaining accurate records of maintenance works and orders.
16. Facilitating and reporting day to day repairs.
17. Placing orders and monitoring works in progress and checking completed works.
18. Arranging tests of the gas and electrical system/items within the accommodation.
19. Conducting housekeeping audits and property inspections.
20. Facilitating tenant consultation, information and participation related to housing matters and housing management information.
21. Conducting fire risk assessments.
22. Testing fire alarms and door entry systems.
23. Build links with local registered providers and private landlords to provide move-on opportunities for tenants.
24. Ensure that when a tenant is ready to move on to other accommodation all barriers e.g. rent arrears have been dealt with and that a satisfactory reference is provided to the prospective landlord.
25. Work in partnership with all key stakeholders
26. To assist in the delivery of tenancy Training and provide relevant advice and training to tenants.
27. Provide out of hours housing management and security response e.g. fire, flood etc.
28. Respond to emergency calls from tenants and contact emergency services, social services, health or family members where these relate to housing issues.
29. Assist with tenants meetings.
30. Be aware of and complying with the corporate Health and Safety policy.
31. To develop outcome focused support plans which are effectively linked in with statutory care plans (where service users are in receipt of additional care services) and which are reflective of individual preferences and goals. Support plans will be underpinned by the intended outcomes of the framework requirements:
  - Support to access meaningful activities including volunteering, mentoring, training and employment

- Support relating to health improvement, management and awareness
  - Support to improve life skills including IT skills, and support around confidence building, improving resilience and acquiring social capital and meaningful community connections
32. To provide direct support to service users in accordance with their assessed housing and wellbeing needs and support plans. To assist and support service users in ways that maintain their dignity, confidence and independence and enable them to express their views and concerns.
  33. To work closely with community groups, other agencies and professionals to make the best use of available resources across East Lancs, supporting service users to access opportunities for volunteering, supported employment, paid employment, education and leisure.
  34. To develop strong partnership links with the full range of external agencies and professionals to ensure that service users can access additional care and support to meet their individual health and social care needs (including assistive technology, aids and adaptations).
  35. To promote social inclusion and community connections by ensuring service users have access to advice and information regarding the full range of neighbourhood and community resources available including transport, recreational, cultural and universal services.
  36. To facilitate service users' access to activities and opportunities that promote their active participation in community life and strengthen their relationships with others and their social networks.
  37. To provide an inclusive and non-discriminatory service that meets the cultural and other needs of service users with diverse needs and backgrounds.
  38. To work positively with Black and Minority Ethnic Groups (BME) and the Voluntary and Community Faith Sectors to ensure service delivery which is appropriate to individual needs and encourages strong links with relevant community groups.
  39. To encourage service users to take responsibility for their own lives and access support from services such as drug and alcohol teams, mental health and primary health care etc.
  40. To follow health and safety and lone working guidelines and to alert the Manager immediately of any concerns in relation to health and safety issues.
  41. To take appropriate action in the event of incidents, emergencies or crisis situations ensuring that the Service Manager, Manager and appropriate outside agencies are promptly informed. To ensure that all concerns relating to the safeguarding of vulnerable adults and protection of children are reported in accordance with local authority and agency procedures.
  42. To ensure that comprehensive and up to date accurate records are maintained in accordance with agency standards.

43. To enable people to retain existing skills and independence and to gain new skills through outcome focused support, the development of skills and pathways into relevant agencies such as Job Centre Plus, Employment Placement Workers, Employment Support Workers and Supported Employment Schemes.
44. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.

#### Other

45. To provide regular verbal and written feedback to the line manager.
46. To accept regular support and supervision from the line manager.
47. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
48. To comply with and implement current Equal Opportunities Policy agreed by Creative Support.
49. To maintain confidentiality at all times, in accordance with the agreed policy.
50. To maintain effective written records, data entry and collate monitoring information in line with contract requirements.
51. To identify training needs in discussion with the line manager and to attend training events and courses as required.
52. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
53. All employees should be aware that there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.
30. Any other duties required.

#### **PERSON SPECIFICATION – Supported Housing Officer** **East Lancashire, Accrington and Burnley**

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

### **East Lancashire, Accrington and Burnley**

<b>Salary:</b>	<b>Up to £12.75 per hour</b>	
	<b>Point One:</b>	£12.60 per hour
	<b>Point Two:</b>	£12.75 per hour
<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>		

### **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

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£100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of your 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.

