

Job Description

Job title	Supported Housing Officer - Extra Care
Profession	Customer & Community
Band	E
Directorate	CCO (Customer)
Accountable to	Supported Housing Manager

Job Purpose:

The role will provide a high-quality, proactive, and person-centred intensive housing management service that supports residents to live safely, independently, and with dignity. Responsible for ensuring that the scheme is well-managed, welcoming, and compliant with all health, safety, and regulatory standards, creating an attractive and inclusive environment for residents, visitors, and professionals.

The role will work closely with internal teams, external partners, and community agencies and play a key part in fostering a thriving resident community by supporting wellbeing, reducing isolation, and promoting engagement in social and preventative activities. Oversee all aspects of tenancy and scheme management, including allocations, viewings, onboarding, tenancy sustainment, and day-to-day tenancy issues, to meet the needs and aspirations of a diverse resident group.

Through effective safeguarding practice, strong customer service, and consistent operational delivery, the role will ensure a positive resident experience and contribute to the continuous improvement of the sheltered supported housing service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Supported Housing Manager, this role will deliver key accountabilities. Responsible for ensuring our supported housing provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Build strong cooperative relationships with the onsite care agency, supporting care staff induction including health and safety and guidance on fire protocols.
- Accountable for health and safety and fire safety activities including comprehensive and clearly auditable records.
- Use the Customer Relationship Management (CRM) system to log all resident contacts, raise and track repairs, and maintain accurate records. Work collaboratively with colleagues to coordinate planned works, support resident consultation activities, and ensure information is communicated clearly and consistently across teams.
- Welcome prospective and new customers including viewings and settling in visits. Conduct scheme

inductions and make referrals for financial and other support and disabled adaptations. Ensure personal information of all customers is regularly updated and uploaded onto systems.

- Effectively manage terminations of tenancy, the void process and allocation of supported housing, ensuring that the void turnover period is minimised.
- Investigate and resolve neighbour complaints and cases of anti-social behaviour in accordance with organisational policies to minimise escalation and ensure a satisfactory resolution.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partner agencies to ensure an integrated contribution to SNG's corporate objectives.
- Financial management for scheme/s including management of the pre-payment card, guest room bookings and payments, collection of TV licence fees. Responsible for accurate record keeping, receipting, and banking.
- Assist the Customer Accounts team to manage residents' rent accounts through regular monitoring, timely intervention and use of appropriate actions to sustain tenancies.
- Accountable for appropriate and effective safeguarding actions in line with legislation and procedure.
- Liaise with external professional agencies, service providers and other agencies to support the wellbeing of customers and promote their ongoing independence.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance team for consideration and/or investigation.
- Support delivery of building safety activities to achieve compliance targets specifically for fire risk assessments, gas and electrical safety.
- Work with colleagues and contractors to respond to routine and critical incidents, ensuring a timely resolution and the safety of our customers.
- Assist in progressing improvements for the scheme and communal grounds, obtaining quotes from contractors and collaborating with internal teams to oversee the works through to completion, ensuring customers are kept informed and supported throughout.
- Prompt and support residents to test their careline equipment, working with the Customer Service Management Centre to address any that are not completed.
- Carry out risk assessments, including person-centered fire risk assessments, as required to ensure safety and compliance across our schemes and complete activities required to ensure we meet our regulatory standards.
- Develop and promote effective communication to customers through a variety of channels including maintaining a digital presence within our scheme, actively broadcasting community messaging and by hearing our customers voice develop innovative solutions to build community ownership.
- Work collaboratively with wider teams to provide a proactive data led service to deliver the customer outcomes, building trust and respect within our communities whilst ensuring effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Be responsible for developing productive relationships with local stakeholders and partnering agencies, built on trust, respect and a joint interest in enable customers to remain independent and sustain their tenancy.
- Through hearing our customers voice, work with the wider teams to secure social impact benefits that create opportunity and improvements for our places.

- Collaboratively meet challenging targets for key business services so we meet agreed performance, service and financial standards ensuring we meet customer satisfaction.
- Contribute to delivery of the Corporate Plan, supporting key projects and activities, delivering the agreed business outcomes and benefits.
- Ensure own effective practice is in place so that all services fully comply with legislation, regulatory and governing requirements.
- Hold the Data Steward role for data related to customer management and careline systems as set out in SNG's data landscape.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Good knowledge of housing management and legislation.
- Understanding and implementation of trauma Informed practice.
- Strong customer service skills with the ability to build trust and rapport with vulnerable residents.
- Demonstrable ability to assess and understand resident's needs, using sound knowledge of tenancy management, safeguarding, ASB and complex vulnerabilities to provide effective support and escalate risks in accordance with policy.
- Experience in supported housing, social housing, homelessness services or care settings, with transferable skills relevant to tenancy management, resident support and safeguarding.
- Knowledge of welfare benefits and financial inclusion support.
- Ability to work independently and manage priorities.
- Experience supporting residents to sustain their tenancies.
- Excellent communication skills, including the ability to handle sensitive or complex conversations.
- Ability to work collaboratively and professionally with statutory and voluntary agencies, including social services, support providers and health professionals, to achieve positive outcomes for residents.
- Ability to work collaboratively as part of a wider housing or support team while also operating independently.

- Competent in using Microsoft Office and housing management systems to update records and manage workload.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Awareness of the needs of older people, and knowledge of statutory and voluntary services available including DWP and Adult Social Care Services.

Desirable

- Relevant qualification (e.g. CIH Level 2/3, social care qualification, safeguarding training).
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Skills in de-escalation, negotiation, and supporting the resolution of low-level disputes.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5094	Rachel Strange	12/06/2026	
2.0				