

Housing Support Managers

Reporting Structure: Reports to the Managing Director

Salary: £13.99 / £29,099.20

Location: Oldbury

Work hours: 9:00 - 17:00

Summary:

We are hiring Housing Support Managers to provide critical support to individuals and families facing housing challenges. Responsibilities include coordinating housing assistance programs, ensuring timely client support, and collaborating with stakeholders like government agencies and non-profits. You will lead a team of housing support specialists, develop improvement strategies, and maintain service standards. If you are passionate about making a difference and have the necessary skills, we encourage you to apply.

Responsibilities:

- Oversee the day-to-day operations of housing support programs.
- Develop and implement housing assistance plans for clients in need.
- Collaborate with external agencies and community organizations to enhance service delivery.
- Monitor and evaluate program effectiveness and make adjustments as necessary.
- Supervise housing support specialists and provide ongoing training and support.
- Advocate for clients' needs and assist them in navigating housing resources.
- Maintain accurate documentation and reporting of client progress and outcomes.

Qualifications:

- Bachelor's degree in social work, Health care, Social Housing, or a related field.
- Proven experience in housing support, case management, or a similar role.
- Strong understanding of housing policies, regulations, and social services.
- Excellent interpersonal and communication skills, both verbal and written.
- Ability to work independently and manage a diverse caseload effectively.
- Proficient in using computer software and case management systems for record-keeping.
- Strong problem-solving skills and a commitment to supporting vulnerable populations.

Skills:

- Communication: Convey information and listen effectively.
- Empathy: Understand and support vulnerable individuals.
- Leadership: Motivate teams and collaborate.
- Problem-Solving: Analyse issues and find solutions.
- Organization: Prioritize tasks and meet deadlines.
- Budget Management: Oversee budgets and ensure value.
- Housing Knowledge: Know relevant legislation and policies.