

Job Description – Supported Housing Officer (Exempt Accommodation)

Renaissance Housing Association Limited

Job details

Job title	Supported Housing Officer (Exempt Accommodation)
Organisation	Renaissance Housing Association Limited
Reports to	Service Manager
Location	Office based in Burnley. The postholder will be responsible for their allocated area, which may be elsewhere.
Hours	37.5 hours per week
Contract	Permanent, full time
Salary	From £28,500 per year, depending on experience
DBS	Enhanced DBS check required

Job purpose

The Supported Housing Officer manages a caseload of tenants living in exempt accommodation, supported housing where rent is paid through Housing Benefit because tenants receive more than minimal care, support or supervision.

The role combines tenancy management with direct housing-related support. It helps tenants keep their homes, stay safe and build the skills to move on to independent living. The postholder makes sure the support delivered is real, recorded and evidenced, so that the service meets Housing Benefit requirements, local authority standards and the National Statement of Expectations for supported housing.

Key responsibilities

Support planning and delivery

- Complete needs and risk assessments for new tenants, and review them regularly or when circumstances change.
- Develop person-centred support plans with tenants, setting clear goals that lead towards independence.
- Hold regular 1-1 key work sessions covering budgeting, benefits, health, wellbeing, education, training and employment.
- Record all support accurately on the case management system, so that it evidences the care, support or supervision provided.
- Help tenants access specialist services such as mental health, substance misuse, learning disability and domestic abuse support.

Tenancy management

- Carry out sign-ups and inductions, explaining licence or tenancy agreements, house rules and tenant responsibilities.
- Manage tenancy breaches, anti-social behaviour and neighbour disputes in line with policy.
- Carry out regular property and room inspections, reporting repairs and health and safety issues promptly.
- Manage voids, moves and planned move-on, including support to find and settle into longer-term accommodation.

Rent, Housing Benefit and income

- Support tenants to make and maintain Housing Benefit and Universal Credit claims, including service charge elements.
- Provide the local authority with the evidence it needs for exempt accommodation claims, and respond to reviews and audits.
- Monitor rent and service charge accounts, and agree affordable repayment plans for arrears.

Safeguarding and risk

- Identify and report safeguarding concerns in line with the Care Act 2014 and organisational policy.
- Take part in safeguarding meetings, multi-agency reviews and case conferences, and complete agreed actions on time.
- Keep risk management plans current, and share information appropriately and lawfully.
- Respond to incidents and allegations, record them fully and escalate to the Service Manager as required.

Partnership working

- Build effective working relationships with Adult Social Care, probation, health services, commissioners and local authority Housing Benefit teams.
- Represent the organisation at partnership meetings and provide reports as requested.

Quality and compliance

- Keep accurate, up-to-date records that meet data protection (UK GDPR) requirements.
- Contribute to audits, inspections and service reviews, including any local supported housing licensing or standards schemes.
- Follow all policies and procedures, including health and safety, fire safety, lone working and confidentiality.
- Maintain professional boundaries with tenants at all times.

Person specification

Area	Essential	Desirable
Experience	Experience of supporting vulnerable adults in housing, social care or a related setting; previous experience of partnership working and working within a team	Experience in exempt or supported accommodation; managing a caseload
Knowledge	Understanding of safeguarding adults; good knowledge and previous experience of benefits, including Housing Benefit and Universal Credit, council tax and utility bills	Knowledge of exempt accommodation rules, tenancy law and local supported housing standards
Skills	Clear written and verbal communication; accurate record keeping; confident IT user; able to set and keep professional boundaries	Motivational interviewing, trauma-informed or strengths-based practice
Qualifications	Good standard of numeracy, literacy and spoken English	Housing qualification (CIH) or equivalent
Personal qualities	Non-judgemental, resilient and calm under pressure; committed to equality, diversity and inclusion	

Other requirements

- Satisfactory enhanced DBS check, renewed in line with company policy.
- A full UK driving licence is desirable, as the role covers various locations.



- Willingness to join an on-call rota and work flexibly, including some evenings and weekends when needed.
- Commitment to ongoing training, including safeguarding, first aid, fire safety and mental health awareness.

This job description is not exhaustive. The postholder may be asked to carry out other reasonable duties in line with the grade and purpose of the role. It will be reviewed regularly with the postholder.

To apply, please send your CV to careers@renaissance-housing.com. Applicants are encouraged to include a cover letter.