

Job Description

Supported Housing Officer Full-time | Permanent

Location:	Countess of Wessex House, 537a Staines Road, Bedfont, TW14 8BP, with cover at other Stoll sites when required, with notice.
Job type:	Full-time [Monday to Friday – 9 am to 5 pm]
Responsible to:	Supported Housing Manager
Direct Reports:	None
Salary:	£37,861.67 per year, plus benefits

About Stoll:

The Stoll Foundation is a leading UK provider of supported housing for veterans, including those who are vulnerable or disabled. We provide safe, high-quality homes and support that promote independence, dignity, and wellbeing.

The

Role:

To support veteran tenants to sustain their tenancies, live independently and participate in their local community. The postholder will be Stoll's lead contact at Wessex House, coordinate effective support services and tenant engagement, organise social and wellbeing activities, and oversee the safe, secure and well-maintained day-to-day operation of the site.

Key Responsibilities:

Tenant support and independence

- Act as the designated keyworker, providing proactive person-centred support tailored to each tenant's individual needs, circumstances, aspirations and level of independence.
- Undertake comprehensive needs and Risk Assessments, developing, implementing and regularly reviewing support plans with clear, measurable goals and agreed actions.

- Promote independence, resilience and personal responsibility by empowering tenants to develop and maintain practical social and financial skills needed to sustain their accommodation and improve their quality of life
- Support tenants in accessing appropriate health, mental health, substance misuse, veterans' welfare and specialist services, including benefits advice, advocacy and engagement with statutory and voluntary agencies.
- Promote social inclusion and wellbeing by encouraging tenants to maintain relationships and participate in employment, education, training, volunteering, leisure and community activities.
- Monitor tenants' wellbeing, identify and respond to changing needs, manage and escalate safeguarding concerns in line with Stoll procedures, and maintain accurate records of interventions, referrals and outcomes

Tenancy and site management

- Work collaboratively with the Housing team to support tenancy sustainment, address tenancy breaches, antisocial behaviour and rent arrears, and agree and follow appropriate interventions
- Support lettings and move-in processes including pre-void inspections assessments, property viewings, tenancy sign-up, and settling-in arrangements and help tenants report repairs.
- Complete estate walkabouts and site and property inspections. Promote safe, clean and well-maintained living environments, working with Property Services to report repairs and maintenance issues and ensure follow-up, escalating concerns promptly
- Take responsibility for site security and H & S and the completion of routine health and safety inspections and compliance checks. Proactively identify, assess, and report hazards, risks, defects, and unsafe practices, taking appropriate action where required to maintain a safe and secure environment for residents, visitors, staff, and contractors

Tenant participation, activities and partnerships

- Develop meaningful initiatives that support community integration and encourage participation in Stoll's Residents Panel and related groups.
- Work with voluntary, statutory and private-sector partners to develop sustainable services that respond to identified needs.

- Develop e and facilitate regular social, recreational and wellbeing activities with tenants and the Health & Wellbeing Manager that reduce isolation, strengthen relationships, and promote independence; create and monitor quarterly activity plans and relevant performance reporting.

Teamwork and professional practice

- Work collaboratively across Housing, Property Services, Support and Finance and with housing, health, social care and other professionals to deliver high-quality services, ensuring a coordinated and responsive approach to tenants' needs
- Participate fully in induction, supervision, training, appraisal and team meetings, and represent Stoll professionally.
- Supervise volunteers or trainees where required under approved programmes.

Financial control, records and data

- Manage delegated expenditure within agreed budgets, maintaining accurate financial records and complying with Stoll's financial procedures.
- Administer petty cash and authorised expenditure where required, ensuring appropriate recording and reconciliation.
- Maintain accurate, up-to-date and confidential tenant records, including assessments, support plans, risk assessments, referrals and case notes.
- Complete required performance monitoring, including quarterly KPIs, activity reports and service outcomes, within agreed timescales.
- Ensure personal information is managed in accordance with data protection legislation and Stoll's information governance policies.

Quality, compliance and safety

- Deliver services in accordance with relevant housing legislation, regulatory requirements, safeguarding duties and Stoll's policies and procedures.
- Identify, report and appropriately escalate safeguarding concerns, incidents, hazards and emerging risks.
- Undertake designated Fire Warden and First Aider responsibilities, subject to appropriate training and appointment.
- Support site compliance by completing delegated safety checks and reporting concerns relating to fire safety, communal areas, contractors and visitors.

- Promote equality, diversity, inclusion and accessibility, recognising and responding to tenants' individual circumstances and communication needs
- Contribute to service improvement through tenant feedback, complaints, performance monitoring and the identification of opportunities to improve service delivery.
- Deliver services in line with equality, diversity and inclusion principles, responding to individual needs.

Other duties

- Undertake other reasonable duties consistent with the role, as directed by senior leadership.
- Contribute to organisational and support-service planning where relevant.

Person specifications

Experience

- Experience of working with vulnerable adults and/or older people, ideally with an understanding of the issues affecting the ex-Service community.
- Experience in key working, support planning, needs assessment and risk assessment.
- Experience promoting independence and well-being sustains relationships and access to community, leisure, education, training and employment opportunities.
- Experience of working collaboratively with statutory, voluntary, and specialist support agencies
- Experience supporting individuals to access welfare benefits, housing advice and community services
- Experience in organising and facilitating resident engagement activities, events, and community initiatives

Knowledge and skills

- Knowledge of tenants' rights and responsibilities, housing management principles, and tenancy sustainment.

- Working knowledge of safeguarding, professional boundaries, and health and safety in housing and support services.
- Clear and concise written and verbal communication skills, with the ability to adapt to different audiences.
- Strong organisational, record-keeping, and IT skills, with the ability to prioritise a varied workload, maintain accurate and up-to-date records, and ensure information is processed, recorded, and shared promptly and professionally
- Ability to respond constructively to challenging behaviour and motivate tenants towards positive outcomes.
- Keep up to date with Mandatory training as per induction

Core competencies

- **Tenant focus:** Demonstrates commitment to supporting vulnerable veterans through person-centred, holistic and responsive services that maximise independence.
- **Equality, diversity and inclusion:** Treats everyone with respect and promotes individuality, equality and community.
- **Quality and accountability:** Produces accurate, professional work, plans effectively, meets deadlines and takes responsibility for outcomes.
- **Safety and wellbeing:** Works safely, responds appropriately to safeguarding concerns and seeks support when needed.
- **Communication and engagement:** Build trust, communicate clearly and encourage meaningful tenant participation.
- **Collaboration:** Works effectively with colleagues, tenants and external partners to deliver coordinated services.
- **Safeguarding and risk management:** Recognises vulnerabilities, responds appropriately to concerns and promotes safe working practices.
- **Continuous improvement:** Responds constructively to feedback, identifies opportunities for improvement and contributes to positive service outcomes
- **Equality, diversity and inclusion:** Respects individual differences, removes barriers to participation and promotes equitable access to services
- Demonstrates **sound judgement, common sense, and confidence in decision-making**, with the ability to assess situations, identify risks, think on their feet, and take appropriate action independently. Recognises the limits of their authority and experience, escalating matters to management when

required, while maintaining an open, honest, and transparent approach to communication and accountability

Frontline expectations

- Keep tenants' independence, strengths and goals at the centre of every intervention.
- Provide holistic support that considers both the person and their circumstances.
- Build constructive relationships, communicate effectively and maintain appropriate professional boundaries.
- Understand the support needs that may affect veterans and respond positively to challenging behaviour.
- Safeguard vulnerable adults and children in line with policy and legal requirements.

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: