

Post Specification

Post Specification - Key Information

- **Post Title: Accommodation Support Officer**
- **Date: December 2025**
- **Post Group Number: 8910**
- **Job Family: People, Care and Development**
- **Job Family Role Profile: PCD7**
- **Final Grade: Grade 9**

To be read in conjunction with the job family role profile.

Service Area Description

Accommodation Support Officers to work with colleagues in our Housing Options service, to provide high quality housing related advice and support to individuals identified through the Rapid Rehousing Pathway.

Purpose of this Post

Working collaboratively with the Rough Sleeping Co-ordinator and Housing Options team, the Accommodation Support Officer provides support to rough sleepers, former rough sleepers or those at risk of rough sleeping, including those placed in temporary accommodation by the council.

Accommodation Support Officers provide a significant amount of support to facilitate and enable progression into move-on accommodation, empowering individuals to maintain a tenancy, and promote independence

Accommodation Support Officers maximise the contribution that the private rented sector can make to meet housing needs, and use excellent negotiation skills to promote engagement with, and the formation of strong working relationships with landlords, and letting and managing agencies within the private rented sector, and seek out and secure opportunities to use private lettings for use by potentially homeless households.

Key Job Specific Accountabilities

- Work collaboratively with the Housing Options Team and Rough Sleeping Co-ordinator to assess support needs, risks and priority of customers who meet the criteria of rough sleeping, are at risk of rough sleeping, are a former rough sleeper, or who require support to move in and maintain settled accommodation.
- Provide a sensitive, empathetic approach to customers, building safe and supportive relationships
- Provide an effective, customer friendly, professional and efficient service, including offering a full range of advice on housing to residents in temporary accommodation
- Provide housing related support in accommodation as part of a move on package, including:
- Work with the Housing Options Case Managers and Specialists to carry out needs assessments, develop regularly reviewed support plans and undertake risk assessments
- Work with, and support customers to carry out tasks set out in their Personal Housing Plan, and to access other relevant services
- Work with the customer to ensure their income is maximised either through work or claiming the correct benefits.

- Support and empower customers to access and transition in to move-on, supported or independent tenancies, ensuring the future tenancy is sustainable for the customer.
- To work with clients to identify appropriate move on accommodation through routes including Cumbria Choice (Choice Based Lettings) and private rented sector
- To establish, develop and maintain close working relationships with private landlords, managing and letting agents operating in South Lakeland to encourage access to quality accommodation and act as a primary liaison point
- To search for and secure available privately rented properties for use by potentially homeless households, liaising with the Housing Standards team to establish fitness for purpose and compliance with legislation
- To liaise and mediate with tenants and landlords to resolve any tenancy issues as they arise
- To advise clients of available tenancy support services including income maximisation, Discretionary Housing Payments, debt and rent arrears advice
- To work closely with colleagues at the Local Authority Hostel, ensuring that the work is complimentary to the service that they offer.
- To ensure full and accurate records of all clients, including details of advice and support provided.
- To provide all monitoring information as requested.
- To liaise effectively with customers, statutory organisations, advocates and third sector providers to arrive at a sustainable housing solution for all customers.
- To have an understanding of the often complex and often combined needs of customers for example mental health combined with drug and or alcohol
- To carry out any other duties as requested by the council that are commensurate and reasonable with the grade of this post.
- Maintain an awareness of, and implement good practice in relation to, lone working and personal safety
- Undertake such other duties that are required from time to time and are commensurate with this position.

Key Facts and Figures of the Post

- **Budget Responsibilities:** N/A
- **Staff Management Responsibilities:** N/A

Essential Criteria

Qualifications:

- Minimum of 5 GCSEs or equivalent experience

Knowledge:

- Knowledge of housing legislation including the Homeless Reduction Act and tenant /landlord legislation including illegal evictions
- A good knowledge of private sector housing issues and an understanding of the local market
- Knowledge of the Welfare Benefit System
- Knowledge of different support plan mechanisms including the chaos indicator

Experience:

- Experience of providing tenancy support or assertive outreach across a variety of accommodation settings
- Experience of working with individuals with complex and chaotic lifestyles

- Experience of partnership working across different sectors
- Experience of working in a housing related area
- Experience of compiling support plans
- Experience of working with those with substance misuse issues

Expertise:

- An ability to be compassionate, sensitive and understanding, whilst remaining outcome focussed
- Excellent IT skills including the use of Microsoft Office
- The ability to work alone as well as part of a team
- The ability to prioritise targets within a fast-paced service
- An ability to negotiate with accommodation providers to ensure a quality offer is in place for individuals
- Fantastic communication skills which can be applied across a wide range of audiences, including delivering presentations and training
- Be able to work outside normal office hours, if required to do so

Disclosure and Barring Service (DBS) Checks

This post requires a DBS check.

The level of check required is an Enhanced DBS

Job Working Circumstances

Emotional Demands: Post holder will have responsibility for dealing with regular and significant emotional demands due to the complex nature of the client group.

Physical Demands: The role involves significant office presence and face to face contact with clients and partners in various locations.

Working Conditions:

Ability to lone work.

Post holder may experience considerable abusive and / or aggressive language and behaviour when working with the client group on a regular basis. Ability to travel around the county if required.

Other Factors:

Occasionally, there may be a requirement to travel, or requirement to work outside of normal office hours.