Post Specification

Post Specification - Key Information

- **Post Title: Hostel Support Officer**
- **Date: December 2025**
- **Post Group Number: 8911**
- **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

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, placed statutory duties on local housing authorities to ensure that advice and assistance to households who are homeless or threatened with homelessness is available free of charge. The statutory duty for homelessness for Westmorland and Furness Council sits within the Thriving Communities Directorate, specifically the Housing division.

Hostel Support Officers work with colleagues in Homelessness Service Team to provide high quality housing related advice and support to individuals who have been provided interim/temporary accommodation in the Council's Hostel and/or temporary accommodation in Grange-Over-Sands.

Purpose of this Post

Hostel Support Officers work collaboratively with the Homelessness Service Team, to provide a significant amount of support to clients in the Hostel and other temporary accommodation to facilitate and enable progression into move-on accommodation, empowering individuals to maintain a tenancy, and promote independence.

Hostel Support Officers support individuals to develop and achieve outcomes within individual support plans.

Key Job Specific Accountabilities

- To work collaboratively with the Homelessness Service Team to assess client support needs and develop appropriate support plans.
- To provide a sensitive, empathetic approach to clients, building safe and supportive relationships.
- To provide an effective, client friendly, professional and efficient service, including offering a full range of advice on housing to residents in the Hostel/temporary accommodation.
- To provide housing related support in temporary accommodation as part of a move on package, including; Working with the Homelessness Service Team to carry out needs assessments, develop regularly reviewed support plans and undertake risk assessments.
- Working with and supporting clients to carry out tasks set out in their Personal Housing Plan and to access other relevant services and working with the clients to ensure their income is maximised either through work or claiming the correct benefits.
- Supporting and empowering clients to access and transition in to move-on, supported or independent tenancies, ensuring the future tenancy is sustainable.
- To work with clients to identify appropriate move on accommodation through routes including Cumbria Choice (Choice Based Lettings) the private rented sector and supported accommodation.

- To advise clients of available tenancy support services including income maximisation, Discretionary Housing Payments, debt and rent arrears advice.
- To maintain full and accurate records of all clients, including details of advice and support provided.
- To liaise effectively with clients, statutory organisations, advocates and third sector providers to arrive at a sustainable housing solution for all clients.
- To complete new resident's induction, including the implementation of "sign-up" and Health & Safety procedures.
- To participate in fire drills and audits, providing First Aid as required.
- To undertake regular property maintenance check reporting repairs appropriately and ensuring all areas are clean, tidy and free of hazards.
- To provide advocacy, provide practical support to clients including but not limited to helping individuals pack their belongings' ready for move on into other accommodation or for short term storage.
- Undertake such other duties that are required from time to time and are commensurate with this position.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities**:
- **Staff Management Responsibilities:**
- **Other:** Participate in rotas, which will include day, evening, weekend, Bank Holiday working and sleeping-in duties at night. Requires the ability to travel around designated area to undertake duties to meet the needs of the client group.

Essential Criteria

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.

Expertise:

- Excellent administrative skills
- An ability to be compassionate, sensitive and understanding, whilst remaining outcome focussed.
- Excellent IT skills including the use of Microsoft Office.
- The ability to prioritise targets within a fast-paced service.
- Excellent communication skills which can be applied across a wide range of audiences.

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: normal

Working Conditions: Post holder may experience considerable abusive and / or aggressive language and behaviour when working with the client group.

- Ability to manage challenging/adverse behaviour from client group on a regular basis.
- Participate in the out of hour's rota.
- Ability to Lone Work.

Other Factors

Requires the ability to travel around designated area to undertake duties to meet the needs of some client groups

- Requires hours to be worked on a rota/shift basis
- Requires Sleep-in
- Requires response to short notice rostered/shift hours to provide cover for unexpected staff absences