

NORTH EAST Lincs WOMEN'S AID
JOB DESCRIPTION & PERSON SPECIFICATION
HOUSING & TENANCY SUPPORT OFFICER

RESPONSIBLE TO: Head of Housing & Buildings / Head of Operations
SALARY: £27,300 Per Annum (37.5 hours per week)
DAYS / TIMES: Monday to Friday – 09.00 – 17.00pm (additional weekend emergency on-call rota)
LOCATION: Grimsby Area

*As this position will include working in our 'women only' spaces (inc Refuge),
we are only accepting applications from women. (Schedule 9, Part 1 of the Equality Act 2010 applies)*

Job Purpose

The Housing & Tenancy Support Officer will provide high-quality, person-centered housing support to individuals and families who have experienced domestic abuse. The role involves helping service users maintain safe and sustainable tenancies, build independent living skills, and access appropriate community resources.

Key Responsibilities

Tenancy Support:

- Support service users to understand tenancy agreements, rights, and responsibilities including providing accessible material.
- Assist with setting up new tenancies, moving tenants in & out of properties, showing them how to use equipment safely, assisting with utilities and benefit applications.
- Conduct tenancy sustainment checks and risk assessments.
- Provide practical support with budgeting and finances.
- Provide guidance & information around managing tenancies to reduce antisocial behavior and promote tenancy sustainment in order to minimise evictions.
- Provide guidance on how to maintain a safe home environment & ensure the tenant knows how & when to report repairs / property issues.
- Promote tenant participation to provide feedback on the services they receive.
- Assist tenants with move on support.

Domestic Abuse–Informed Practice:

- Work with DA support staff to align housing support with safety plans.
- Maintain confidentiality and safeguarding standards.
- Operate within safeguarding, MARAC and risk management procedures.

Casework & Support Planning:

- Develop tailored support plans.
- Keep accurate case notes and records.
- Support access to specialist services.
- Ensure all documentation / systems / databases are kept up to date.

Liaison & Partnership Working:

- Maintain relationships with local authorities, housing associations, partner agencies & landlords.
- Advocate on behalf of service users.
- Deal with enquires / complaints from partner agencies, suppliers, contractors, communities & residents.

Health & Safety / Property Management:

- Promotion, marketing & viewings of vacant properties.
- Conduct property checks and report repairs.
- Have an understanding of property management regulations.
- Administrative tasks relating to tenancy & property management including repairs & maintenance.
- Take part in an on-call rota for any emergencies over weekends (on a rotational basis).

Safeguarding:

- Ensure safeguarding procedures are followed including reporting, recording & escalating as required.

General:

- Undertake other duties commensurate with the post as instructed by managers and within the post holder's capability, or as temporary cover of staff absence.
- Attend internal & external meetings as required.
- Complete staff training as required for the post including continuous professional development to update knowledge and skills.
- Support the Housing Team to deliver the service safely & in a respectable manner.

Person Specification

Essential Criteria

- Experience supporting vulnerable adults in housing, support, homelessness, or social care settings.
- Experience managing a caseload and keeping accurate records.
- Understanding of domestic abuse and trauma-informed practice.
- Knowledge of safeguarding legislation and duties.
- An understanding of tenancy law, housing rights, and responsibilities (inc experience).
- Knowledge of welfare benefits, Housing Benefit, Universal Credit.
- Strong communication skills (verbal and written).
- Ability to build trust and maintain professional boundaries.
- Good organisational and time-management skills.
- Ability to work independently and in a team.
- Ability to carry out risk assessments and support planning.
- Empathetic, non-judgemental, and person-centred approach.
- Resilient when supporting individuals in crisis situations.
- Commitment to equality, diversity, and anti-oppressive practice.
- Reliable and able to maintain confidentiality.

Desirable Criteria

- Experience supporting survivors of domestic abuse.
- Experience working in supported accommodation settings.
- Experience with MARAC processes or multi-agency working.
- Knowledge of DASH risk assessment.
- Understanding of local authority housing processes and allocations.
- Ability to support with independent-living skills sessions.
- Conflict resolution or mediation skills.
- Willingness to develop skills & knowledge.

Values and Culture

We are a values-led organisation committed to creating a safe, inclusive, and empowering environment for both our staff and the people we support.