



**Job Title:** Housing Officer – VALOUR

**Reports To:** Valour Partnerships & Engagement Lead

**Grade:** H

**Hours:** The role is primarily worked Monday to Friday, 9am–5pm, with occasional requirements to work outside these hours. Based at Riverside

**Service Areas:** Veteran

### **Primary Focus**

The Housing Officer – VALOUR is responsible for delivering high-quality, trauma-informed housing advice, prevention and homelessness support as part of the VALOUR Recognised Centre (VRC) and wider VALOUR system. The role focuses on supporting veterans and their families to access safe, sustainable accommodation through early intervention, rapid triage and coordinated housing pathways.

The Housing Officer works directly with individuals experiencing housing insecurity or at risk of homelessness, ensuring that housing needs are identified promptly and addressed in a strengths-based, person-centred way. The role operates within a defined VALOUR service area and contributes directly to the delivery of the mandated VALOUR housing offer.

### **Scope & Accountability**

This role contributes significantly to frontline service delivery and outcomes but does not hold line-management responsibility. The Housing Officer is accountable for managing a defined caseload, delivering housing assessments, maintaining accurate records and ensuring timely interventions.

The role involves day-to-day engagement with service users, identifying housing risks, providing advice and coordinating referrals to local authority housing options teams, supported accommodation providers, Op FORTITUDE and other relevant services. The Housing Officer works closely with colleagues and partners to ensure that housing support is integrated with health, employment and wellbeing provision, escalating risks, safeguarding concerns or operational issues appropriately. The remit is limited to the agreed VALOUR housing pathway rather than organisation-wide responsibility.

## **Financial Responsibility**

The Housing Officer supports effective financial stewardship by contributing to homelessness prevention and tenancy sustainment, helping to reduce avoidable housing loss and associated costs. The role supports accurate recording of housing interventions, referrals and outcomes, contributing to income protection, funding assurance and evidence for commissioners.

While the post does not hold direct budget responsibility, it plays a key role in supporting value for money through early intervention, effective pathway use and reduction of repeat homelessness presentations.

## **Leadership & Practice**

The Housing Officer applies and models trauma-informed, strengths-based and best-practice housing approaches in all interactions with service users. Leadership is demonstrated through professional practice, consistency and positive role-modelling rather than formal authority.

The role contributes to a culture of safe, compassionate and effective housing support by working collaboratively with colleagues and partners, sharing learning from complex cases and supporting problem-solving within the VALOUR system. The Housing Officer plays an active role in partnership working with statutory and voluntary agencies to ensure coordinated, person-centred housing solutions.

## **Competency Expectations**

**Housing & Homelessness Expertise:** Practical understanding of housing options, homelessness prevention, tenancy sustainment and supported accommodation pathways.

**Trauma-Informed Practice:** Ability to work safely and compassionately with individuals experiencing trauma, exclusion and housing insecurity.

**Assessment & Casework:** Strong skills in housing assessment, risk identification, action planning and case coordination.

**Partnership Working:** Ability to work effectively with local authorities, housing providers, health services and wider VALOUR partners.

**Safeguarding & Risk Awareness:** Sound understanding of safeguarding responsibilities and the ability to identify and escalate concerns appropriately.

**Communication & Professionalism:** Clear, respectful communication with service users, colleagues and external partners.

**Data & Compliance:** Accurate record-keeping and contribution to data collection, reporting and audit requirements.

**Other: -**

- To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025-30.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré, Local Children's Safeguarding Board and Adult Care Guidelines.
- To adhere to the list of general duties contained within the staff handbook.

The purpose of this job description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The job role as described will be reviewed from time to time and where necessary be amended. This Job Description also forms the basis at the annual discussion of the Charity's Appraisal Program.

Name.....

Signed .....

Date.....

Person Specification – Housing Officer (VALOUR)

\*\* A = Application I = Interview \*\*

Category	Criteria	E/D	Assessment
Knowledge	Practical knowledge of housing options, homelessness legislation/processes, allocations and tenancy sustainment.	E	A / I
Knowledge	Understanding of local authority Housing Options / Rough Sleeper pathways and routes into supported accommodation and the PRS.	E	A / I
Knowledge	Awareness of Op FORTITUDE and veteran-specific housing considerations within a VALOUR context.	E	A / I
Knowledge	Understanding of safeguarding (Adults/Children), risk management, and trauma-informed practice.	E	I
Knowledge	Knowledge of GDPR / Information Governance for frontline casework and data recording.	D	A / I
Experience	Direct experience of housing triage, assessments and prevention (arrears, eviction risk, PRS access, welfare liaison).	E	A / I
Experience	Experience in multi-agency coordination and warm handovers with LA	E	A / I

	Housing Options/RS teams and specialist partners.		
Experience	Managing a housing case-load: action planning, advocacy, timely escalation, and accurate records.	E	A / I
Experience	Working with veterans or other complex-needs groups in supported housing/homelessness settings.	D	A / I
Skills	Strong communication (verbal/written); able to explain rights, options and processes clearly and respectfully.	E	I
Skills	Problem-solving and negotiation skills; able to overcome barriers and secure sustainable outcomes.	E	I
Skills	Data quality and IT proficiency (case notes, monitoring returns, evidence packs) with attention to detail.	E	A / I
Skills	Risk identification and escalation; confident use of safeguarding procedures and professional boundaries.	E	I
Values	Demonstrates trauma-informed, strengths-based, person-centred practice.	E	I
Values	Integrity, compassion and resilience; positive contribution to team culture and partnership working.	E	I

Values	Commitment to equality, diversity and inclusion and to the values of the organisation and VALOUR.	E	I
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