



YMCA HUMBER

Housing Officer

Belong. Contribute. Thrive

Housing Officer

Contract Type :	40 hours per week : Permanent Contract
Salary :	£14.50 per hour (£30,242.00 per annum WTE)
Working Pattern :	Working to a 6 week rota including days, early evenings and weekends.

YMCA Humber provides safe, supported accommodation and tailored housing-related support for individuals who are homeless, at risk of homelessness, or in need of additional assistance to sustain their tenancy. We work with people to build independence, stability, and resilience through personalised support plans, risk-informed practice, and a focus on long-term positive move-on outcomes. Our services are designed to meet a range of needs in a safe and structured environment, helping individuals progress towards secure and independent living.

The Role:

As a Housing Officer, you will actively assist residents in maintaining and aligning with their accommodation agreements, while supporting their engagement in community and participation activities that promote everyday life skills, independence, and overall wellbeing.

This proactive role works cohesively within the Housing Team to ensure residents feel supported, valued, and empowered to thrive within their living environment. Your work will also include conducting interviews with prospective residents, managing allocations, and coordinating smooth transitions through comprehensive welcome and induction processes, helping individuals settle into our facility seamlessly and confidently.

Each Housing Officer is assigned a caseload, providing consistent and person-centred support to residents. You will build and nurture positive relationships, encouraging open communication and trust, while working collaboratively with colleagues and external support services to identify and address individual needs.

By promoting meaningful engagement activities and wellbeing initiatives, you will play a key role in enhancing residents' quality of life, fostering community spirit, and contributing to a safe, inclusive, and supportive living environment.

Support and Advice

The role involves interviewing prospective residents, gathering references and collecting relevant information, with recommendations made regarding placement decisions. On arrival you will provide new residents with a warm welcome, ensuring they are familiar with the accommodation, facilities, and clearly understand their responsibilities and the terms of their accommodation agreement.

As a key member you will provide ongoing support helping residents build and maintain positive relationships with both staff and peers. In addition you will proactively deliver meaningful engagement activities that promote wellbeing and self worth.

Where necessary, behavioural issues such as substance misuse, aggression, or offending will be addressed, with unacceptable behaviour challenged using restorative practice approaches to encourage resolution and positive change. Support will also be provided throughout the placement to help residents prepare for successful move-on and independent living.

Environment

You will champion a supportive, safe, and stigma-free environment where residents feel secure and respected. You will encourage participation in education, training, and volunteering opportunities to support personal development and progression towards independence. A strong awareness of safeguarding responsibilities will be maintained at all times, with appropriate action taken to identify and respond to any concerns, particularly in relation to the exploitation or abuse of vulnerable residents.

Teamwork and Collaboration

Attendance at shift handovers and staff meetings will be undertaken, ensuring clear and appropriate information is shared to support effective briefings. Welfare and room checks will be completed, with all findings accurately recorded. Practical support will be provided to residents in areas such as tenancy sustainment and basic living skills to promote independence. Up-to-date client support records, including needs and risk assessments, will be maintained using the In-Form system.

A collaborative approach will be adopted when working with multi-agency teams to ensure coordinated support for residents. Flexibility will be demonstrated by working to a fluid rota, adapting to the changing needs of individuals accessing the service.

Qualifications

- Level 2 Health and Social Care (or above)
- Wellbeing and Mental Health Awareness
- Safeguarding Vulnerable Adults Level 2

Experience

- Working with vulnerable adults in housing or supported accommodation setting.
- Experience in social care, mental health, or community support services.
- Supporting individuals with complex needs.

As an inclusive and supportive employer, YMCA Humber values a wide range of skills, experience, and learning backgrounds. We will take time to carefully consider all relevant practical experience in building maintenance, repairs, and facilities support, and we recognise that valuable expertise is often gained through hands-on, work-based experience as well as formal qualifications.

YMCA HUMBER *Benefits that support you*



We offer a supportive, inclusive workplace where you can make a real difference. You'll benefit from training and development opportunities, regular support, a positive work-life balance, and access to wellbeing support all within a values-driven organisation that values its people.

Time to Apply and Make a Difference

This role involves delivering person-centred support within supported housing, working with individuals who have a range of housing and support needs. You will assess referrals, contribute to placement decisions, and support new residents through induction, ensuring they understand their accommodation and responsibilities.

Working collaboratively with multi-agency partners, you will help ensure coordinated support while promoting a safe, respectful, and stigma-free environment.

If you are organised, proactive, and passionate about maintaining high-quality environments that support people and communities to thrive, we encourage you to apply.

Applying for a role with YMCA Humber could not be simpler.

Read the job pack carefully to make sure the role is right for you.

Submit your CV and Covering Letter before the closing date to :

Ceinwen Fews : People and Policy Manager

e-mail : ceinwen.fews@ymca-humber.com

phone : 01472 403020 ext 550

Equality, Diversity and Inclusion Statement

Individuals with different cultures, perspectives and experiences are at the heart of the what YMCA Humber operates, and whilst our core values of 'protect, trust, hope and persevere' are based upon Christian principles, our desire and aim is to recruit, develop and retain the most talented people, irrespective of background, making best use of their talents.

YMCA Humber is committed to building inclusive, resilient communities.

We welcome applications from all backgrounds and life experiences.