



## Supported Accommodation Visiting Officer

<b>Reports to:</b>	Team Leader – Private Sector Initiatives and Projects		
<b>Department:</b>	Residents and Housing Services	<b>Grade:</b>	SO1
<b>DBS Status:</b>	Adult Enhanced	<b>Politically restricted:</b>	No
<b>Job Purpose:</b>			
<p>The purpose of the role is to support the council's work to improve oversight and quality assurance of the supported housing sector in Brent. Officers will act as the face of the council conducting a programme of visits to check the quality of the housing and support residents receive, and report to officers to inform improvement and strategic work.</p>			
<b>Values</b>			
<p>Collaborate proactively.  Lead inclusively.  Embrace change.  Be bold and curious.  Celebrate and share our success.</p>			
<b>Overall Description</b>			
<p>2x officers will conduct visits to and inspections of supported accommodation across Brent, assessing the quality and suitability of the physical property and the provision of care, support and supervision. They will identify any additional support needs, suspected neglect or abuse if applicable, and residents who are ready to move on. They will predominantly be based in community and residential settings.</p>			
<b>Job specific roles and responsibilities</b>			
<ol style="list-style-type: none"> <li>1. To lead on completing a programme of visits to residential supported accommodation in Brent, completing the prescribed form. This will enable the Council to capture relevant data and information related to residents that will help with the shaping of services and Brent's supported accommodation strategy.</li> <li>2. Undertake an assessment of residents' needs and the provision of care and support to meet those needs and identify any gaps or concerns.</li> <li>3. To identify tenants who are vulnerable or are suspected of being subjected to abuse, neglect or other safeguarding matters within their home and escalate where necessary, including any urgent follow ups.</li> <li>4. Undertake a dynamic risk assessment of a resident's home to establish any Health and Safety concerns in the property including combustible items on the balcony and if a resident is unable to self-evacuate in an event of an emergency.</li> <li>5. Identify any disrepair or maintenance issues.</li> <li>6. Holistically compare the provision of supported accommodation in relation to the National Supported Housing Standards.</li> </ol>			

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7. Where appropriate, to flag risk of fraudulent behaviour, either by tenant or provider, and refer to the project coordinator for further investigation.
8. Where appropriate request residents complete Equality Monitoring forms on home visits to support the council's ability to better understand the residents who live in supported housing and to develop a Local Supported Housing Strategy.
9. Adopt a 'Make Every Contact Count' approach, providing holistic advice to residents with concerns or questions, signposting to the right place, including promotion of fire safety where relevant.
10. Where relevant, identify where residents are ready to move into independent living and have conversations with residents to help them begin that journey.
11. Ensure all records and actions of home visits are recorded accurately.
12. Provide a professional customer experience and carry out duties in accordance with the council's customer service standards.
13. Ensure duties comply with Data Protection legislation.
14. Carry out duties in accordance with Health and Safety Policy.
15. Perform any other reasonable duties required.

### **Essential Requirements (key skills & qualifications)**

#### **Knowledge and Qualifications**

1. Understanding of supported housing as a sector and some of its challenges at the national and regional level.
2. Understanding of legislation relating to housing standards including Housing, Health & Safety Rating Systems (HHSRS) and Fire Safety Regulations.
3. Understanding of the provision of care, support and supervision to help residents live semi-independently.
4. *Desirable*: Understanding of National Supported Housing Standards.

#### **Experience**

5. Experience working in a role ensuring safeguarding of vulnerable adults.
6. Demonstrable experience of supporting and helping other people, personally or professionally.
7. *Desirable*: Experience providing or inspecting supported accommodation.

#### **Skills and Abilities**

8. Ability to review a needs assessment and support plan for a resident.
9. Ability to record detailed file notes.
10. Excellent customer service skills.
11. Ability to relate to a wide range of residents.
12. Ability to use initiative to help residents, problem solve, and offer information, advice and guidance.
13. Ability to work with minimum supervision.
14. *Desirable but not required*: owns a car and possesses a UK Driving license.

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs.*

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