





AMBER PODMORE


Substance Misuse Programme Officer


WORK EXPERIENCE

- Present
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August 2022
- **Substance Misuse Programme Officer**
Oldham Council  Oldham, UK
- Co-ordinate and deliver projects.
 - Manage budgets.
 - Develop working relationships in partnership with local organisations.
- July 2022
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March 2020
- **Temporary Accommodation Move-on Officer**
Oldham Council  Oldham, UK
- Supporting homeless households and families whilst living in temporary accommodation.
 - Supporting clients to find move on options that are suitable for them; e.g. through the private rent sector, social housing register or supported housing. Assisting with applications, bidding, accepting offers and getting the rent in advance.
 - Raising safeguarding referrals and linking in with other professionals using MDT approach.
 - Property management of council owned temporary accommodation (responsibilities including voids, sign ups, repairs).
- March 2020
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March 2018
- **Customer Support Officer**
Guinness Partnership  Oldham, UK
- Income maximisation and affordability assessments.
 - Work with charities to access grants for low-income and vulnerable tenants.
 - Offer support and advice around evictions, focusing on tenancy sustainment.
- March 2018
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March 2016
- **Rents Officer**
Guinness Partnership  Oldham, UK
- Responsible for collection of rent and arrears payments.
 - Chasing late payments and discussing importance of paying rent with tenants and consequences.
 - Initiate and attend court for legal proceedings and evictions.
 - Educate and give advice to ensure rent is paid during the roll out of Universal Credit.



CONTACT INFO

 apodmore93@hotmail.co.uk

 07833988952

SKILLS

In depth working knowledge of the welfare benefits system: including legacy benefits, Universal Credit and disability benefits.

A non-judgemental, empathetic and person-centred approach to working with clients. Experienced in working with vulnerable adults, particularly those who are experiencing homelessness, addiction, mental health issues, physical.

5 years experience working in housing and homelessness, in depth understanding of the housing process and policies and ability to guide people through these.



PROFESSIONAL DEVELOPMENT

Present
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2020

Oldham Council

Training courses

- Adult self neglect and hoarding
- Housing Law (Shelter)
- Psychologically Informed Environment training
- Trauma informed practice

📍 Oldham, UK

2020
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2017

Hopwood Hall College

Training courses

- NVQ level 2 in Mental Health Awareness
- NVQ Level 3 in Education and Training

📍 Rochdale, UK



EDUCATION

2014
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2011

University of Chester

BSc in Business Management - First Class Honours

📍 Chester, UK

One year on full time work experience placement as Finance Assistant at Countess of Chester NHS hospital.

2011
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2009

Bury College

A Levels: Business Studies: A, Psychology: B, English: B

📍 Bury, UK

2009
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2004

Oulder Hill Community School

GCSEs: 11 GCSEs A - C, including Maths: B, English: B, Science: C

📍 Rochdale, UK



REFERENCES

- [Available on request](#)