



## Housing Support Worker – BTAS

**HOURS:** 35 hours per week

**SALARY:** £26,655 per year

**ANNUAL HOLIDAYS:** 6 weeks holiday plus Bank Holidays

**LOCATION:** Bradford

### Job Description

**REPORTS TO:** Scheme Manager

You will be responsible for supporting people in multiple services in the Bradford area to move into permanent housing. You will assist clients in the practical and emotional aspects of maintaining their accommodation and liaising with other support services. You will ensure immediate needs are met, such as access to welfare benefits, food, clothing and health care. You will provide appropriate support based on the individual's need, risk assessment and support plan. You will have the ability to carry out domestic duties and minor repairs to ensure clients have a clean and safe living environment.

### RESPONSIBILITIES

- Work constructively with individuals through their Support and Risk Management Plans to assist them in their needs.
- Help to co-ordinate activities, for example cooking, gardening, house meetings etc. and support people to engage in activities to enhance their social and personal development.
- Provide a supportive atmosphere, encouraging feedback on the service, welcome complaints and respond appropriately.
- Encourage and support people with their confidence to enable them to make positive decision-making
- Process referrals into the service, assessing an individual's requirements and needs
- Explain and issue occupancy agreements and participating in related activities to ensure the service's rules are maintained
- Carry out domestic duties, security, and health and safety checks of all properties as required

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

### **Safer Recruitment**

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

## **Person Specification**

### **ESSENTIAL**

- Experience of working with people with multiple needs which may include mental health challenges, homelessness, drug and/or alcohol use
- Experience, knowledge, training and/or professional development for the post (e.g. mental health awareness, welfare benefits, housing, drug & alcohol problems)
- Knowledge of health and safety tasks, including in the maintenance of properties (i.e. fire alarm tests, property checks, reporting repairs etc.)
- Skills in planning, organising and the ability to prioritise work to maintain accurate and timely reports
- Have excellent communication, report writing and ICT skills
- You are approachable, adaptable and have the ability to remain calm and work effectively under pressure
- A full UK driving licence and access to a vehicle that can be insured for business use

### **DESIRABLE**

- Basic knowledge of housing legislation and providing support under housing law

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department



## About the department

Bradford Homeless Partnership (BHP) provides short-term temporary and emergency accommodation and support for people who Bradford Local Authority owe a statutorily (legally) homeless duty. The aim of the service is to prevent the most vulnerable people from experiencing homelessness and rough sleeping. The three separate elements delivered by Horton are; families, including single parents, single men and single women.

Referrals are accepted 24/7 through the Housing Options Service. BHP offers tailored, person-centred and trauma informed support. Information, signposting and/or support will be provided to address independent living skills, mental health, substance misuse, and employment access. Resettlement assistance can be provided for up to 2 weeks after the people who we support move on.

A variety of temporary accommodation options are provided, catering to a range of needs, with a focus on safety and quality. Accommodation includes buildings with 24/7 access to on-site support and security.

BHP collaborates with local agencies to empower individuals and enhance independence. Our key service outcomes focus on securing long-term housing for the individuals we support, and ensuring they achieve sustained tenancies.

## Department Hierarchy

