

Housing Support Worker – Spring Street Service

HOURS: 35 hours per week, Monday to Sunday (on a rota basis)

SALARY: £27,588.00 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Huddersfield

Job Description

REPORTS TO: Scheme Manager

As a Housing Support Worker at our Spring Street service, you will work in partnership with the people we support to devise a tailored support plan and support them in achieving their individual goals. This may include helping them to access welfare and supporting them to attend any appointments. You will also be responsible for the welfare of the people we support, undertaking welfare checks, housing management, and following safeguarding policies.

RESPONSIBILITIES

- Work in consultation with the people we support to create tailored support plans that work towards their individual goals
- Support the welfare of residents by undertaking regular welfare checks, and making sure basic needs such as food and clothing are met, as well as undertaking risk assessments
- Housing management tasks such as reporting repairs to Together Housing, who are the landlord of our Spring Street properties
- Assist the people we support with becoming tenancy ready, including assisting them to access welfare benefits, and registering for housing with the local authority
- Assist in the cleaning and emptying of void accommodation, ensuring that it is ready for a new resident to move in
- Work in conjunction with third-party agencies where appropriate
- Complete necessary reporting such as inputting support plan updates and logging meetings

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. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

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, people who may have mental health challenges, offending behaviour, drug and/or alcohol problems.
- Skills in planning, organising and prioritising work to maintain accurate and timely reports.
- Excellent communication skills, including active listening.
- You are approachable, adaptable and have the ability to remain calm and work effectively under pressure.
- Be empathetic and caring, showing understanding and respect to people experiencing difficult circumstances
- Be resilient and adaptable with the ability to think on your feet, prioritise tasks, and make sound decisions in line with our procedures
- Be personable and kind, with the ability to go above and beyond whilst maintaining professional boundaries
- Have a commitment to your ongoing personal and professional development
- A full UK driving licence and use of a car for work purposes
- Must be able to work flexibly during the week including Saturdays and Sundays

DESIRABLE

- Some experience of supporting people with complex needs, in a paid, voluntary or lived capacity An understanding of trauma informed practice

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

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



What matters most to the people accessing our services?

We spoke to a group of the people we support and asked them what they thought were the most important skills and qualities for a Horton colleague in a support setting. The group agreed that soft skills were often more important than direct experience. The people we support are looking for someone **professional** and **positive**, who is **respectful**, **non-judgmental** and **empathetic**. The group values staff that are both **good communicators** and **good listeners**, with the ability to **uplift** and **encourage** the people they support to meet their goals. With **patience** and **resilience**, our colleagues should **lead by example** and ‘**walk the walk**’. With all the exciting activities we have in our services, **resourcefulness** and a **sense of humour** don’t hurt either!

