

## Housing Support Worker – GLS (Park House)

**HOURS:** 35 hours per week (shifts include working days, evenings & weekends)

**SALARY:** £27,588.00 per annum

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

**LOCATION:** Keighley

### Job Description

**REPORTS TO:** Scheme Manager

You will encourage independent and positive behaviours in accordance with the individuals personal support plan. You will assist with domestic duties and the emotional aspects of maintaining an accommodation and liaise with other support networks. You will support and encourage young people to develop existing skills and gain confidence in order to move to permanent housing as soon as realistically possible.

### RESPONSIBILITIES

- Maintaining regular contact with young people assigned to you through individual support and Risk Management Plans.
- Encouraging and supporting young people to address their health needs and improve their health and well-being.
- Engage young people in education, training, employment, or work-like activities.
- Providing a supportive atmosphere, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Supporting the young people to become Tenancy Ready and to move on and sustain longer-term housing.
- Helping to co-ordinate involvement activities for the young people, for example cook and eat sessions, gardening, house meetings etc. and supporting young people to engage in those activities to enhance their social and personal development
- Deliver Tenancy Ready training activities such as managing money and confidence building on a one to one basis and in a group settings
- Ensuring that the young people are safeguarded and protected from abuse in their home and in the community.



- Undertaking duties in respect of referrals, needs assessments, allocations, lettings and signing up new clients.
- Encouraging and assisting young people to participate in decision-making.
- Explaining and issuing occupancy agreements and participating in related activities (e.g. dealing with breaches of house rules, issuing warnings, serving notices and carrying out evictions if required).
- Assisting young people with accessing and maintaining welfare benefit entitlement and helping with budgeting.
- Ensuring rents, service charges and personal charges are collected and accounted for in line with the Association's Housing Benefit Protocol.
- Ensuring that the service's properties, fixtures and fittings are kept clean and well maintained and that repairs are reported and dealt with promptly.
- Carrying out security, health and safety checks of all properties as required.
- Ensuring that professional boundaries are maintained at all times.
- Undertaking domestic duties and minor repairs, for example cleaning communal areas, clearing sharps, hanging curtains, changing bedding and preparing, cleaning and refurbishing rooms ready for re-letting.
- Encouraging young people to behave in ways that do not create neighbourhood nuisances or what may be considered as anti-social behaviour.
- Developing links and liaising with other professionals and agencies as appropriate to the young persons' support needs.

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 children and young people
- Knowledge and understanding of issues facing care leavers and looked after children
- Knowledge and understanding of issues facing unaccompanied asylum seeking children
- Hold a level 3 NVQ qualification in Health and Social Care with Children and Young People or the willingness and ability to undertake this qualification once in post
- A full UK driving licence and access to a vehicle which can be insured for business use
- Shifts include working days, evenings & weekends so flexibility is a must



## DESIRABLE

- An understanding of Ofsted regulations (this could be in relation to children's homes or education settings)
- Evidence of vocational training and/or professional development in relevant skills for the post e.g. working with young people, mental health housing, management
- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements, etc.

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

## 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** doesn't hurt either!

