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# Housing Support Worker
# Fairmount - SHAP/ RSAP dispersed

**HOURS:** 35 hours per week, Monday to Friday (plus one weekend in every 4)

**SALARY:** £27,588.00 per annum

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

**LOCATION:** Shipley

## Job Description

**REPORTS TO: Scheme Manager**

You will be responsible for supporting people in the service to move into permanent housing. You will encourage support and assist people with their confidence to enable them to make positive decisions. 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 have the ability to carry out domestic duties and minor repairs to ensure clients have a clean and safe living environment. You will be the lead and co-ordinate involvement activities in the service, for example cooking, gardening, baking etc. These activities will support and enhance people's social and person development skills.

**RESPONSIBILITIES**

- Lead on involvement activities, for example cooking, gardening, house meetings etc. and supporting people to engage in activities to enhance their social and personal development.
- Work constructively with individuals through their Support and Risk Management Plans to assist them in their needs.
- Provide a supportive atmosphere, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Encourage support and assist 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 tenancy agreements and participating in related activities to ensure the service's rules are maintained.

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- Carry out domestic duties, security, and health and safety checks of all properties as required.
- Complete documentation associated concerning the tenants' Housing Benefit claims, in line with the Association's Housing Benefit Protocol.
- Ensure rents, service charges and personal charges are managed in line with the Association's Housing Benefit Protocol.
- Develop links and liaise with other professionals and agencies to support an individual's need.

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

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

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**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!

## About the department

Fairmount accommodation and dispersed schemes such as RSAP and SHAP in Bradford provide housing-related support for people who are experiencing a range of different circumstances. The service supports people with high levels of need, individuals who may have experienced ill health, poor mental health, drugs or alcohol challenges. There may have experienced periods of homelessness or have an unsettled lifestyle that puts them at risk of homelessness.

The team visits people, often in their own home, temporary accommodation, public place or our office. We provide a service that is male only accommodation. Working with people who may be socially excluded and have difficulty in accessing services. We enable people we work with to become 'Tenancy Ready' to maintain their tenancies and/or successfully move on into homes of their own. We encourage and support people to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

We tailor support in consultation with the people taking into account their individual needs to achieve the best outcomes. We provide opportunities for people to explore and realise their own potential and build resilience through innovative diversionary activities, informal learning and volunteering.