horton housing
Improving lives together

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Housing Support Worker
Future Steps For All

HOURS: 35 hours per week (Tuesday to Friday 8am to 5pm)

SALARY: £27,588.00

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Keighley & Bradford

Job Description

REPORTS TO: Scheme Manager

As a Housing Support Worker, you will adopt a trauma-informed approach, ensuring that your support is responsive to the impact of past experiences on individuals' well-being. You will help people develop essential life skills, including maintaining tenancy agreements and achieving positive outcomes. You will deliver tenancy ready training and provide support to help individuals transition into permanent housing. Additionally, you will assist with both the practical and emotional aspects of sustaining their accommodation, working closely with other support services as required. Your responsibilities will include addressing immediate needs such as accessing welfare benefits, securing food and clothing, and ensuring access to healthcare. Support will be tailored to each individual's needs, guided by assessments and personalised support plans.

RESPONSIBILITIES

- Work constructively with people through support plans to address their needs
- Encourage, support and assist people with their confidence to participate in decision-making.
- Support people to become Tenancy Ready, move on, and sustain longer-term housing
- Deliver Tenancy Ready training activities, such as managing money and confidence building
- Provide a supportive atmosphere for people, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Undertake duties in respect of referrals, needs assessments, lettings and signing up new people to the service.

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- Explain and issue occupancy agreements and participate in related activities (e.g. dealing with breaches of house rules, issuing warnings, serving notices and carrying out evictions if required)
- Undertake 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.
- Ensure individuals are safeguarded and protected from abuse in their home and community
- Encourage people to become part of their neighbourhood through positive social interaction
- Engage people in education, training, employment, or work-like activities
- Develop links and liaise with other professional and social care agencies, to ensure accurate and timely information is obtained and exchanged to support the person's needs.
- Participate in meetings and accurately maintain all person-related and scheme-related written and electronic records.
- Complete documentation associated with persons 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.

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, 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.
- A full UK driving licence and use of a car for work purposes

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DESIRABLE

- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements, etc.
- 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
- 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** don't hurt either!

About the department

Future Steps provides housing-related support for people in the community who have experienced periods of homelessness or are at risk of becoming homeless.

The service offers Accommodation-Based Support: For those who require more structured support, we provide safe and stable accommodation within Horton Housing properties, alongside tailored support to help individuals regain independence.

Our team works with individuals who may have high levels of support needs, including those experiencing or who have experienced challenges related to substance use, poor mental health, or social exclusion.

We provide personalised support to help individuals manage their own personal development and support plans, enabling them to transition out of difficult circumstances and take control of their lives. Our service helps people become tenancy ready, sustain their tenancies, and move on to independent housing.

We encourage and support people to develop new and existing skills, gain confidence in managing their homes, and build resilience. Through activities, informal learning, and volunteering opportunities, we empower individuals to explore their potential and create positive change in their lives.

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