



Housing Support Worker – NewStart

HOURS: 35 hours per week, Monday to Friday

SALARY: £26,655

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford

Job Description

REPORTS TO: Scheme Manager

You will be responsible for managing a caseload, which includes supporting people to maintain their tenancy, achieve successful outcomes and reduce the risk of offending. You will be responsible for delivering tenancy ready training and support to enable individuals to move on, into permanent housing. You will assist individuals 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 person's needs, risk assessment and support plan.

The service runs 24 hours a day; 7 days a week therefore this role requires the ability to work flexible hours including evenings, weekends and bank holidays.

RESPONSIBILITIES

- Work constructively with individuals through Support and Risk Management Plans to address their needs.
- Encourage, support and assist people with their confidence to participate in decision making
- 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 occupants.
- Explain and issue licence agreements and assured short hold tenancies and participate in related activities (e.g. dealing with occupancy related issues e.g. breaches of house rules, anti-social behaviour, managing voids including the practical domestic duties involved, as required).



- Ensure security, health and safety of the building including individual properties occupants, visitors and staff.
- Develop links and liaise with other relevant professionals e.g. Social Care and Criminal Justice agencies, to ensure accurate and timely information is obtained and exchanged to support each persons' individual 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. 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 leaving the criminal justice system and other social care environments, people with mental health issues, offending behaviour, drug and/or alcohol problems.
- An understanding of the Criminal Justice system and Multi-Agency Public Protection Arrangements (MAPPA), and the principles of risk assessment and how to identify and report patterns of potentially risky behaviour
- Knowledge of health and safety task including in the maintenance of properties (i.e. fire alarm tests, property checks, reporting repairs etc.)
- Skills and experience in planning, organising and prioritising work to maintain accurate and timely reports.

DESIRABLE

- Vocational training and/or professional development for the post (e.g. mental health awareness, welfare benefits, housing, drug & alcohol problems)

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

The New Start Service provides supported accommodation dispersed accommodation, floating (visiting) support for males, female offenders, and ex-offenders aged 18+. The service is for those with a high degree of housing need who are at risk of re-offending.

New Start at Home provides support in your own home or temporary accommodation, including properties managed by other social or private property owners or to people who own their home.

New Start in the Community provides supported accommodation in Bradford. Each property is self-contained and fully furnished. The support is short-term, usually for six months, to provide a pathway to independent living and to secure longer-term accommodation.

Bromley House is also part of the New Start Service it provides supported accommodation, in Bradford. Each property is self-contained and fully furnished. The support is short-term, usually for six months, to provide a pathway to independent living and to secure longer-term accommodation.

The teams enable people accessing the service to become 'Tenancy Ready' to maintain their tenancies and / or successfully move on into homes of their own. We support individuals' to comply with statutory orders and the requirements of criminal justice system. We encourage and support individuals to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

