



## Housing Support Worker – New Routes

**HOURS:** 35 hours per week - Monday to Friday day shifts (and one weekend in every four)

**SALARY:** £26 655 per annum

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

**LOCATION:** Bradford

### Job Description

**REPORTS TO:** Service Manager

The Housing Support Worker is responsible for supporting a caseload, which includes supporting people to maintain their tenancy and achieve successful outcomes. 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. You will have the ability to carry out domestic duties and minor repairs to ensure clients have a clean and safe living environment.

### RESPONSIBILITIES

- Manage a caseload of tenants
- Undertake housing management tasks including encouraging tenants to behave in ways that do not create neighbourhood nuisance, and to adhere to the terms of their tenancy.
- Carry out health and safety checks, assist with reporting repairs and conducting property checks and ensuring all properties and communal areas are in good state of repair and decoration.
- Undertaking domestic duties e.g. cleaning, clearing out sharps, changing bedding, restocking and refurbishing rooms ready for reletting.
- Promptly respond to new referrals, e.g. carry out needs assessments, risk assessments, allocations and signing up new people.
- Attending and participating in multi-agency meetings in order to identify and jointly manage any areas of concern.



- Assist tenants with key skills to enable them to maintain their tenancy and make choices which will enable them to live independently and maintain their home.
- Assist tenants with accessing and maintaining benefit entitlement, paying rent and utilities, and helping with budgeting.
- Assist tenants with moving into permanent accommodation
- Ensuring compliance with statutory and regulatory legislation and directives including but not limited to, Data Protection, Health and Safety, Fire and Environmental Health.
- Ensuring the team are aware of and work in accordance with Horton Housing Associations policies and procedures.
- Ensuring that professional boundaries are maintained at all times
- Undertaking the above duties in accordance with Horton Housing Association's policies
- Working to the Association's policies and procedures on equality and diversity at all times

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

### SKILL, KNOWLEDGE & EXPERIENCE

- Experience of working with people experiencing homelessness or social disadvantage.
- Experience of strong partnership working including liaising and working closely with a range of housing providers, support services, statutory and non-statutory agencies.
- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements etc.
- Knowledge and understanding of issues facing people experiencing homelessness, mental health issues, offending behaviours and drug/alcohol challenges.
- Evidence of vocational training and/or professional development in relevant skills for the post (e.g. housing, mental health, welfare benefits).



## ESSENTIAL FOR THE ROLE

- Ability to maintain professional boundaries
- Valid driving licence and use of vehicle permanently and insured for business use
- Commitment to Equality & Diversity
- A willingness to undertake any further training required
- Ability to work flexible hours including occasional evenings, weekends and bank holidays

## About the department

New Routes provides accommodation for entrenched rough sleepers with complex needs who have experienced prolonged homelessness. The service will offer safe, stable accommodation alongside personalised, strength-based support that is tailored to each individual. Support will focus on building on existing strengths, developing essential life skills, and increasing confidence and independence. Through flexible, person-centred support, residents will be supported to move on successfully and sustain a long-term tenancy.

## Message from the Recruiting Manager

Hi, I am the scheme manager for an exciting new service in Bradford!

Welcome to Hortons New Routes. As part of this team you will be welcoming people into the service. Everyone is individual and you and your team will work towards a robust and positive package of support for each and every tenant.

Its all about building new routes and new opportunities - giving people their time to shine. Whether that's cleaning their room or out in the community.

If you have a personality that naturally captivates others – look no further.

If you are driven and enthusiastic with a passion for people this job is for you!

