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| **Job Profile** |
| **Job Title** | **Housing Support Worker** |
| **Hours per Week** | 37 or 21.5 (Fixed term until 31st March 2020) |
| **Salary** | Up to £19,782 FTE (dependent upon experience) |
| **Responsible to** | Support Services Team Manager |
| **Service/Team** | Support Services Team |
| **Job Number** | HSS-HR-013 |
| **Base/Location** | 38 Leicester Road, Loughborough, LE11 2AG |

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| **Job Purpose** |
| To provide an effective Housing Support Service for resettled ex-homeless people and those who are vulnerably housed within the County of Leicestershire. The aim is to prevent the cycle of repeat homelessness, by equipping vulnerable people to live independently in their own homes. The post holder will need access to their own transport to enable them to travel extensively across Leicestershire. |

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| **Main Duties and Responsibilities** |
| **Housing Support Worker Responsibilities** |
| * To support single, homeless clients to move into independent accommodation, including those moving on from supported accommodation
* Helping people with the process and practicalities of moving, plus related paperwork
* To provide housing related floating support to clients who are vulnerably housed or at risk of eviction from their home, in the County of Leicestershire
* To assess the needs of clients referred to the Housing Matters Service and involve them in making a support plan
* To undertake regular reviews of action plans and targets with clients
* To conduct, and regularly review, risk assessments with clients
* To provide support around improving life skills of vulnerable clients, for example, budgeting, making meal plans, dealing with correspondence and managing rent payments
* To work with clients to maximise their income through benefit uptake, helping them to organise manageable repayments of their debts, returning to employment and charity applications for essential items
* To deliver group work with clients around issues such as budgeting, healthy eating, financial capability and managing a tenancy.
* To support clients in making plans for their future e.g. accessing training or education, work experience or volunteering opportunities
* To support clients to overcome barriers causing social isolation, encouraging access to community groups and recreational facilities
* To offer drop in sessions for clients in the borough/district localities in Leicestershire
* To work effectively with other specialist agencies to meet any additional needs of the family. This involves identifying and making appropriate referrals, liaising with other agencies and ensuring the family is able to access these services
* Researching and keeping up to date information about community resources/agencies that clients may benefit from
* A commitment to involving clients in developing the Support Services
* To help in facilitating client involvement, such as consultations
* To actively promote the services The Bridge provides
* To work closely with Social Care Services if there are issues around the safety of a child or a vulnerable adult
* To attend relevant meetings, such as, case conferences, ABC meetings with Landlords and other agencies involved with your cases
* To maintain, update and organise the casework database
* To provide information to your manager for meetings with Landlords and/or Funders
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| **General Organisational Duties** |
| * To comply with, and adhere to, The Bridge’s Quality Management System (QMS)
* To take responsibility for producing your own correspondence
* To take engage with, and contribute in, your own Training and Continual Professional Development
* To embed and exhibit The Bridge’s Values and Ethos in your work
* To take responsibility for your own health and safety and that of others in line with The Bridge’s Health and Safety Policy
* To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge
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| **Special Factors** |
| * This role is required to work occasional evenings and weekends
* This role requires a full driving licence and a car
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| **Person Specification** |

The following criteria define the relevant knowledge, experience, skills and abilities which a candidate will need to demonstrate throughout the recruitment process. The criteria will be assessed at different stages including Application (A), Interview (I), Test (T) or Presentation (P).

In the final column we have provided a weighting in respect of the importance of meeting each criteria; 1 necessary, 2 important, 3 essential. The answer to each criteria will then be scored by members of the shortlisting panel on a scale of 0 to 2; 0 unmet, 1 part-met and 2 met. The total score of the application form will then be converted into a percentage which will be assessed against the organisational shortlisting thresholds. Candidates who meet, or exceed, this threshold will be invited to interview.

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| **No.** | **Criteria** | **A** | **I** | **T/P** | **W** |
| 1 | A basic knowledge and understanding of the key principles involved in delivering a high quality Housing Support service  | X |  |  | 2 |
| 2 | Knowledge of the needs of vulnerably housed people and the social, health & economic issues affecting them | X |  |  | 1 |
| 3 | The ability to work in partnership with existing partners and develop new working relationships with external colleagues from both the voluntary and statutory sectors | X | X |  | 3 |
| 4 | The ability to assess need and risk, create support plans and motivate people to identify and achieve their goals | X | X | X | 3 |
| 5 | Good working knowledge of benefits & income maximisation  | X | X |  | 1 |
| 6 | The ability to work positively with vulnerable people who may display challenging or difficult behaviour  | X | X |  | 3 |
| 7 | Experience of using a case management system to accurately record case notes and observations | X |  X |  | 2 |
| 8 | Understanding of key safeguarding issues and processes  | X | X | X | 3 |
| 9 | A high level of written and verbal communication skills, including the ability to professionally challenge and/or advocate for clients | X | X | X | 3 |
| 10 | The ability to work on your own initiative and manage multiple tasks within a pressured environment | X | X |  | 2 |
| 11 | A high-level commitment to and understanding of Equal Opportunities and the ability to counter discrimination |  | X |  | 3 |
| 12 | A high-level commitment to ensuring that The Bridge (East Midlands) values are embedded in your day to day work |  | X |  | 3 |

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| **Document Control** |
| **Prepared by** | Molly Boggis | **Date** | 08.05.2019 |
| **QMS Document No.** | HSS-HR-013 | **Version**  | V3.0 |