



Job Profile	
Job Title	Supported Lettings Worker
Hours per Week	37 (Fixed term until 30 th June 2020 with possible extension until March 2021)
Salary	Up to £23,069 FTE (dependent upon experience)
Responsible to	Support Services Team Manager
Service/Team	Support Services Team
Job Number	HSS-HR-038
Base/Location	38 Leicester Road, Loughborough, LE11 2AG

Job Purpose
<p>The Rapid Rehousing Programme is funded by the Ministry of Housing, Communities and Local Government (MHCLG). The Bridge (East Midlands) will be delivering the Supported Lettings intervention element of this programme, in partnership with Leicestershire's Housing Authorities. The aim of the programme is to prevent the cycle of rough sleeping, by equipping vulnerable people to live independently in their own homes.</p> <p>The post holder will provide intensive 1-2-1 support earlier and more rapidly to vulnerable people across Leicestershire so that they may sustain their tenancies. Individuals will be encouraged to identify the support they need to address health/support needs, acquiring independence, addressing any barriers which may hinder progression, whilst developing resilience for self-sufficiency. The post holder will offer support and signpost to specialist agencies, to address the following fundamental areas which have been identified as issues linked to the likelihood of repeat rough sleeping; Living skills and responsibilities, access to benefits, money management, mental/physical health, substance misuse, social networks, Employment, Education, and Training, identity and self-esteem.</p> <p>The post holder will need access to their own transport to enable them to travel extensively across Leicestershire.</p>

Main Duties and Responsibilities
Housing Support Worker Responsibilities
<ul style="list-style-type: none"> • To support rough sleepers to move into independent accommodation, helping them with the process and practicalities of moving and setting up a new home • To provide intensive support to, and assess the needs of clients referred to the Support Lodgings Support Service and involve them in making a support plan • To undertake regular reviews of support 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 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 provide support to those who have complex needs and to have an awareness of other specialist services, such as mental health and substance misuse, which are available to ensure that a good support network is developed for the clients we work with
- 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

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

Special Factors

- This role is required to work occasional evenings and weekends
- This role requires a full driving licence and a car

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.

No.	Criteria	A	I	T/P	W
1	A basic knowledge and understanding of the key principles involved in delivering a high quality Supported Lettings Service	X			2
2	Knowledge of the social, health & economic issues that homeless & vulnerably housed people face including access to services	X			1
3	The ability to develop new working relationships and work with existing partners and external colleagues from 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

Document Control			
Prepared by	Molly Boggis	Date	31.05.2019
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