**Job Description**

**Job Title:** Housing Support Worker (Practitioner Grade)

**Responsible To:** Senior Housing Practitioner

**Direct Reports:** None

**Based:** Kingswood, Bristol

**Salary:** £24,348 - £25,971 - Fixed-term 1-year contract initially with possibility of extension

**Role Purpose**

The role of the Housing Support Worker is to provide high-quality accommodation and housing-related support to Service Users eligible for The Junction Project’s Housing Service in Bristol. To build strong relationships with Service Users ensuring that all housing-related needs are met, assisting with appropriate move-on accommodation and encouraging engagement with treatment services. The role focuses on delivering recovery outcomes, sustained tenancies and building positive futures.

**Key responsibilities/accountabilities**

The Junction Project’s Housing Support Worker is responsible for adhering to all organisational and service policies and procedures, performing at their best, and providing high-quality support services to Service Users at all stages of The Junction Project’s services.

They must ensure clients receive the highest quality services that meet their individual needs, managing risk and focusing on building recovery capital and positive outcomes.

The post holder will be responsible for contributing towards the strategic aims of the Housing strategy and the Junction Project’s annual business plan.

They will ensure that quality is built into every aspect of The Junction Project’s services and be proactive and forward-thinking. They will ensure that the requirements of commissioning bodies are exceeded and that The Junction Project is considered a thought leader in the field of housing support.

**Specific duties**

**Referral, Assessment and Admissions**

• Promote the service by building positive relationships with current, and potential referrers and Service Users.

• Use the Housing Support Register (HSR) to identify Service Users eligible for The Junction Project’s housing services.

• Provide comprehensive assessment of housing support needs, ensuring Service Users meet eligibility criteria, needs are identified, and support plans developed.

• Undertake Service User admissions, ensuring that Service Users understand their licence/tenancy agreement, explaining health and safety information, completing benefit claims and other admissions processes.

**Risk Management**

• Develop risk management plans and share information as appropriate in the best interest of the Service User, other Service Users and the organisation.

• Undertake safeguarding actions to protect young people and adults at risk as appropriate and share information internally and externally as appropriate.

• Regularly review risk plans and amend plans as appropriate when circumstances change.

• Comply with the organisation’s substance misuse testing policies and procedures.

**Develop & Implement Housing Support Plans**

• Develop housing support plans that meet the identified needs of the Service User for the complete recovery journey.

• Ensure that the estate management requirements and quality improvement plans are delivered to the highest possible standard.

• Ensure Service Users have the resources to access services to meet their needs.

• Keep abreast of current services, organisations and community resources that meet Service User needs.

• Have regular liaison with services available for Service Users.

• Identify outcomes in the housing support plan that build:

o Personal capital - working with individuals to recognise their strengths and build upon them through training, volunteering and education.

o Cultural capital - supporting Service Users to build family relationships and with effective parenting, developing support networks through involvement in community activities, reducing crime and reoffending.

o Physical capital - cooking skills, maximising income, employment.

o Human capital - working with Service Users to address physical, mental health needs and prevention of blood-borne viruses.

o Freedom from dependence on substances by ensuring Service Users access appropriate treatment programmes.

**Offer practical support when Service Users move on**

• Link in Service Users with Peer Mentors to enable and support them to access and attend appointments.

• Use techniques, relevant to the individual Service User, to ensure that they build and maintain motivation to complete their recovery journey.

• Support Service Users to meet the requirements of their licence/tenancy agreements including:

o Maintaining the standard of their accommodation

o Keeping on top of rent/service charge payments

o Developing positive relationships within the house

• Support Service Users to develop life skills through the delivery of workshops and activities.

**Review Housing Support** **Needs**

• Undertake regular reviews in line with organisation policies and procedures.

• Identify met needs and unmet needs and adjust housing support plans as appropriate.

• Identify next steps and move on for Service Users, recording these steps developing implementation plans and identifying resources to enable Service Users to complete their recovery journey.

• Ensuring contingency plans and actions are in place to meet changes in circumstances and Service User needs.

• Reviewing outcomes and progress and recording changes.

**Other Activities**

• Undertake administration tasks as required to maintain Service Users records, organisational outcomes and any other reporting required.

• Participate in on-call rota, assessing and acting upon immediate risk of danger to Service Users and property.

• Develop your knowledge and practice by undertaking training, supervision and team meetings.

• Estates management activities as required.

• Observe the organisation’s health and safety at work policy.

• Observe all organisation’s HR policies, including, but not limited to equal opportunities, confidentiality, data protection, inclusion and diversity policies.

• Participate in the out-of-hours rota to meet the needs of the service.

• Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

**Skills, Experience & Knowledge**

• Similar Support Worker experience

• Excellent interpersonal, oral and written communication skills

• Good knowledge of health and safety, safeguarding and data protection policies

• Good organisational and time management skills

• Knowledge of MS Office Suite (Word, Excel) and other commonly used office packages

• The ability to manage own workload

• A problem-solving approach

• Full UK driver's licence and use of a car

**Personal qualities**

• Friendly, approachable, helpful, patient and passionate about supporting people

• Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity

• A good communicator who listens, can express themselves clearly and encourages Service Users to strive for a healthier life

• A positive individual with a ‘can do’, results-driven approach and attitude

• The ability to prioritise tasks and work under pressure

• Flexible and adaptable to changing workloads

• Embodies the Junction Project’s values of being passionate, professional, dynamic, enduring, respectful, and supportive.