SELF HELP COMMUNITY HOUSING ASSOCIATION

JOB DESCRIPTION: SUPPORT WORKER

**Purpose of role**To provide a high quality support service to residents (single adults) to sustain residencies and move on to independent living.  Work directly with clients at our central location and in the community, to address barriers towards independent living including mental health, substance abuse, financial capability, life and tenancy skills, rent arrears and debt management as well as offenders reentering society

**Hours: 35 hours per week, working Monday to Friday 9am-5pm in a flexible working pattern. (some evening and weekend working may be required)**

**Starting salary: £19500  
Rising to £20500 on completion of probation then up to £22000.   
  
Responsible To: Senior Support Worker**

**Primary Tasks**

* Manage a caseload of individuals who have experienced homelessness.
* Ensure all records and file notes are up to date, accessible and meet the requirements of data protection and confidentiality.
* Work proactively to engage clients with the association’s services and meet the conditions of their support and housing agreements.
* To complete and monitor needs assessments ensuring that they are service user focused and outcome driven within the organisations procedures
* Encourage and enable clients to access external support agencies.
* Assist clients to complete benefit, grant and other appropriate forms and applications.
* Maintain excellent communication levels with colleagues and clients to ensure effective working.

**Additional tasks**

* Assist clients in moving into new properties and establishing themselves in their home.
* To apply for relevant grants and funding to assist clients to furnish their move-on accommodation prior to ending their support package.
* Ensure clients and drop in callers receive appropriate advice and referrals in relation to support, housing and social welfare issues.
* Work in partnership with housing management and maintenance to address housing management issues.
* Report all health, safety and property condition issues
* Establish productive working relationships with external organisations and colleagues.
* Keep informed of relevant welfare legislation and entitlement to enable you to maximise peoples’ income.
* Contribute to the administration and organisation of the offices.
* Provide a diverse and culturally sensitive service for all service users in line with the organisation’s equal opportunities policies.
* To contribute to the administration and organisation of the offices.

**General**

* Represent the Association to the highest professional standards in all correspondence and at meetings.
* Comply with the organisation’s safeguarding policies around child protection follow local procedures for safeguarding vulnerable adults.
* To attend external meetings in agreement with your line manager.
* To be familiar with Self Help’s aims, objectives and operational procedures.

*This job description is not an exhaustive list of all of the duties and responsibilities that may be required as may be required from time to time to enable service delivery*.

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PERSON SPECIFICATION: SUPPORT WORKER

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| ATTRIBUTES | REQUIREMENTS |
| **EXPERIENCE** | **Essential**   1. Previous experience of working with vulnerable adults with a history of homelessness. 2. Support individuals with needs in relation to homelessness, substance abuse, mental ill health, welfare rights, tenancy management, criminal activity and life skills. 3. Experience of providing tenancy support. 4. Tenant/Client Participation. 5. Developing and maintaining Support plans with clients. 6. Inter-agency and partnership working. 7. Experience of working within a target focused environment.   **Desirable**   1. Working in a supported housing setting. 2. Working with homeless families in crisis. 3. Rent Arrears or debt counseling. 4. Experience of working with individuals in recovery from mental health and substance abuse issues. 5. Working within a psychologically informed environment. |
| **SKILLS** | **Essential**   1. Excellent written and verbal communication. 2. Ability to maintain accurate and up-to-date information using computer software such as Microsoft Office 3. Assessing the risks and needs of vulnerable adults. 4. Team and partnership working. 5. The ability to provide respectful, non-judgemental support. 6. Word Processing and e-mail computer skills. 7. Time and caseload management. 8. Listening, rerflecting and problem solving. 9. Respond to emergency situations in a professional manner. 10. Ability to motivate and work with challenging individuals. 11. Work with performance indicators and deliver targeted outcomes.   **Desirable**   1. Counselling Skills. |
| **QUALIFICATIONS** | **Essential**   1. Good standard of secondary education including Math’s and English.     **Desirable**   * Housing, Care or Support related qualification or equivalent experience. |
| **PROFESSIONAL KNOWLEDGE** | **Essential**   1. Understanding and awareness of professional boundaries. 2. Current good practice in supported housing or support work. 3. Welfare benefits. 4. Risk Assessments. 5. Understanding of signs of abusive behavior and how to manage disclosure.   **Desirable**   1. Awareness of addiction rehabilitation and recovery. 2. Knowledge of support agencies in Bristol area. 3. Knowledge of housing legislation 4. Knowledge of health and safety 5. Familiarity with the housing support register and Bristol Homechoice |
| **ATTITUDE** | **Essential**   1. Responsible and reliable 2. Proactive and solution focused 3. Commitment to promoting personal responsibility 4. Awareness of own strengths and weaknesses 5. Willing to takes on challenges with a ‘can do’ flexible attitude 6. Self-motivated 7. Resilient 8. Flexible and responsive to change 9. Commitment to diversity and equal opportunities |
| **GENERAL** | **Essential**   1. Current clean driving license. 2. Ability to work under pressure. 3. Commitment to continual professional development and training. 4. Commitment to utilise supervision. 5. Enhanced DBS will be needed for this role |