



Your Local Homelessness Charity

Job Description

Job title: Housing Support Worker

Main purpose of the job:

1. Providing practical advice, information and support on a range of issues including, tenancy sustainment, education, employment, life skills and the promotion of personal independence.
2. To support service users to seek improvements to their mental health, managing physical health problems and or substance misuse if required.
3. Provide an exemplary, safe and well-maintained housing for service users.

Department: Various

Scale: Points 3 – 6

Salary: Please see website.

Hours: Full Time (37 per week)

Term: Permanent

Position reports to: Co-ordinator/ Team Manager

Position is responsible for: Volunteers, Peer Mentors

Main Responsibilities

- Ensure residents receive a welcoming, supportive and positive experience that gives them the time and space to adjust to a home environment and settled way of life.
- Support the team to manage a caseload, key working service users and undertaking assessments, support plans and reviews.
- Build warm and positive relationships with service users, keeping the individual's best interests at heart.
- Work alongside team members in delivering a package of support individually tailored for each resident.
- Ensure that all health & safety checks within our buildings are carried out in accordance with HARP policies and procedures.
- Enable residents to retain their accommodation, prevent evictions and assist residents that are ready to move on.

- Show flexibility and positivity to undertake any reasonable requests from management to aid HARP in achieving its aims.

Delivery

- Ensure that all residents have an accurate fully maintained case file.
- Advise residents of their welfare, housing, benefit and legal rights and support and assist them where necessary in obtaining any of the benefits that they are entitled to.
- Support and assist service users in obtaining the correct medical, dental and mental health care necessary to maintain a healthy life-style.
- Encourage residents and service users who suffer with substance misuse issues to take steps to deal with these problems and support and them in engaging with the specialist agencies that can offer them treatment.
- Work alongside residents to develop living skills (budgeting, cooking, laundry & personal hygiene) ready for move on.
- Assist colleagues in a range of meaningful activities groups as required.
- Provide evening and weekend cover across all sites in accordance with the work rota.
- Ensure that anti-oppressive practices are an integral part of the service and that it is applied to all our residents and service users.

Monitoring and Evaluation

- Ensure that the information on the HARP In-Form database is accurate and fully updated so that it is always available for monitoring and reporting purposes.
- Conduct exit interviews with participants.

Stakeholder Management

- Develop and maintain good professional working relationships with all agencies that work in partnership with HARP.

Press and PR

- Support the work of the Fundraising & Communications Departments as required in promoting HARP's services to the local press and media agencies.

GDPR & Data Protection

- Ensure all HARP data is kept according to HARP's GDPR and Data Protection policies in line with national legislation.

Confidentiality

- Treat personal, private or sensitive information about individuals, organisations and/or clients or staff with confidentiality.

Budget

- Ensure timely housing benefit claims are made and service charge is collected.

Housing Management

- Assist residents with completing Housing Benefit applications to ensure that rent and service charges are recovered promptly.
- Make contact with residents on a regular basis.
- To ensure that residents understand tenancy issues, rights and responsibilities.
- To ensure HARP properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and also supports cohesive neighbour and community relations.

Person Specification

Qualifications

1. NVQ Level 2 or equivalent in Health and Social Care (Adults), Housing, IAG (Information, Advice and Guidance) or any other related qualification.

Desirable

Relevant experience

2. Knowledge of the Regulatory requirements and best practice guidance relating to people that are affected by homelessness and the issues that may affect them. **Desirable**
3. Experience of applying Health & Safety guidance. **Desirable**
4. Minimum 6 months' experience of dealing with general public face to face, over the telephone or via email. **Desirable**

Aptitude, Skills and Abilities

5. Ability to cope with challenging situations, and deal with them calmly, efficiently and effectively. **Desirable**
6. IT skills at a level to effectively use email, internet and database systems. **Desirable**
7. Self-motivation and the confidence to work alone but can also work co-operatively and flexibly as part of a team. **Desirable**

Personal Attributes

8. Patience, politeness and self-control. **Essential**
9. Able to work evenings and weekends and Bank Holidays on a shared rota. **Essential**