

Housing Support Workers: Job Description

Job Title	Housing Support Workers
Project Base	South Tyneside or Northumberland
Part / Full Time	Pro-Rata
Pay Scale	£24,360-£25,962
Accountable To	Housing Manager
Job Summary	<p>Supporting Lives was established in 2014 with the specific objective of providing people with safe, supported accommodation in the NE of England. We operate a range of transitional support properties across Blyth, Ashington, Lynmouth, Newcastle, Gateshead and South Shields.</p> <p>As a housing support worker, you will be working in a fast-paced environment and be required to respond to changing circumstances with people suffering from multiple disadvantages including addiction to substances and low-level mental health conditions.</p> <p>You will be required to carry out initial needs/risk assessments, personal support planning as well as offer practical advice and support that will include harm reduction with tenants referred directly by Local Authority Homelessness teams and local health & social care provider agencies.</p> <p>You will be experienced working with drug & alcohol harm reduction strategies and delivering a range of practical supports to develop people's independent living skills, positive behaviour change and physical/mental wellbeing.</p>



Key Aims	<p>At Supporting Lives, we believe in empowering people to discover their own unique pathway to independence. Our key aims are to: Increase safety amongst homeless populations and reduce risk to our communities.</p> <ul style="list-style-type: none"> • Empower people gain the skills required to live independently and free of services. • Increase an individual’s life skills and ability to self-manage their own behaviour. • Deliver measurable improvements to a person’s physical and mental health, and wellbeing. <p>You will be committed to our key aims and share our belief in the inherent capacity and potential of all individuals.</p>
Principal Duties and Responsibilities	<ol style="list-style-type: none"> 1. To ensure support services are delivered in compliance with statutory regulations and fulfil our contracted obligations/key deliverables.
Governance, Legal & Risk	<ol style="list-style-type: none"> 1. To ensure all Supporting Lives’ risk management and quality assurance policies are implemented. 2. To ensure the safety of all staff and residents by maintaining awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health & safety/ security policies, systems, and protocols. 3. Ensure the effective implementation and compliance of serious untoward and safeguarding incidents in line with written policies and procedures. 4. Promote and adhere to equality of opportunity policies and anti-discriminatory practice, demonstrating our commitment to valuing diversity.
Service Delivery & Performance	<ol style="list-style-type: none"> 1. Contribute to the collation, monitoring and reporting, ensuring required data is recorded and reported accurately in a timely manner. 2. Implement all policies, systems and procedures to ensure residents are safe, meaningfully engaged and progressing in their lives.



<p>Other</p>	<ol style="list-style-type: none"> 1. On occasions you may be required to work flexibly from varying operational sites as required and agreed with your line manager. 2. A willingness to work some evenings/weekends if required. 3. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the Adult social care sector, legislation, and practice relevant to the service user group. 4. An ability to work under pressure with a challenging and dynamic service user group.
<p>Generic Duties and Responsibilities</p>	<ul style="list-style-type: none"> • Receive referrals and process them in a timely and professional manner. • Issue tenancy offers and ensure all applicants are inducted and made fully aware of house and behavioral expectations and discharge criteria/processes. • Complete and submit housing benefit claim forms accurately and expediently. • Work as part of a team to pro-actively manage vacancies and terminations. • Carry out housing management tasks such as health & safety checks, inspect empty dwellings and specify repair works that need to be carried out. • Collect and monitor the payment of service charges/personal contributions made by residents. • Monitor any non-payment of service charges by residents and take relevant action when in arrears to ensure they are collected within agreed deadlines. • Conduct room check to ensure residents are keeping their dwelling in a clean and tidy condition. • Ensure residents maintain common areas, including litter picking, removing graffiti and refuse disposal. • Carry out risk assessments and hazard reporting relating to the property and its curtilage in line with health and safety policy and procedures. • Ensure that fire and other equipment is regularly serviced, tested and complies with health and safety requirements. • Ensure the property is maintained in a secure condition, conducting regular checks on the property, and undertaking and securing outside doors.



Generic Duties and Responsibilities continued	<ul style="list-style-type: none"> • Oversee the administration and maintenance of tenancy agreements providing information and advice on occupancy issues as they arise. • Ensure residents understand and comply with their tenancy agreement, their rights, and obligations. • Ensure all breaches of their tenancy agreement are investigated and appropriate action taken. • Record compliance failures in cases where an eviction notice is proposed against an occupant. • Provide reports on tenancy compliance to the relevant staff member in cases where an eviction notice is proposed against an occupant.
Confidentiality	<p>Ensure service user, volunteer and/or staff information remains confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection (GDRP) legislation.</p>
Code of Conduct	<p>All staff are expected to adhere to our policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.</p>
Privacy and Dignity	<p>Staff should respect service user/family/carer’s diversity, cultural needs, and privacy.</p>
Safeguarding	<p>All staff have a duty to safeguard and promote the welfare of our service users, volunteers, their families, and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child’s welfare.</p>
Health and Safety	<p>Supporting Lives has a duty of care to employees and will ensure that, as far as is reasonably practicable, provide adequate training, facilities and arrangements to ensure risk management planning/practice are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management.</p>



Housing Support Worker: Person Specification

ESSENTIAL	DESIRABLE
Education & Experience	
<ul style="list-style-type: none"> • Experience of working with people with complex needs, substance use and/or supported housing needs. • Experience of adult social care services within the charitable/public sector. • Experience of working as part of a team to support colleagues and residents in a challenging and demanding environment. • Experience of supporting individuals to initiate and sustain long term health gains, their own tenancy and behavioural change. • Experience of working collaboratively with other organisations. 	<ul style="list-style-type: none"> • Experience of delivering self-sustaining behavioural change and harm reduction interventions within the drug and alcohol treatment or supported living sector. • Experience of motivating and inspiring unpaid staff and establishing the values-based training and support they require to flourish both professionally. • Experience of basic housing management skills. • Specific experience of supporting people with lived experience.
Knowledge, Skills & Abilities	
<ul style="list-style-type: none"> • Keen and comprehensive awareness of current homelessness initiatives and interventions. • A comprehensive understanding of utilising community resources. • Excellent all-round communication skills and relationship management abilities. • Excellent skills and demonstrable experience in report writing and incident reporting. • An excellent understanding of boundaries and risk. 	<ul style="list-style-type: none"> • Commitment and ability to assertively link residents to diverse forms of mutual aid. • Knowledge of local services and geography of Northumberland /South Tyneside. • Knowledge and ability to use Motivational Interviewing & behavioural change interventions.



ESSENTIAL	DESIRABLE
Attributes and Strengths	
<ul style="list-style-type: none"> • Passionate about making a difference and an advocate of asset-based practice. • Commitment to the aims and ethos of Supporting Lives and a desire to bring about positive change for people. • Able to demonstrate that your personal ethos and work ethic mirrors the values of Supporting Lives. 	<ul style="list-style-type: none"> • Approachable, energetic, confident, warm, creative, empathetic, determined, ambitious, flexible, resilient, discreet, organised and professional.
Other	
<ul style="list-style-type: none"> • Commitment to support Supporting Lives' key aims & values. • Flexible working. • Able to obtain DBS certification upon appointment. 	<p>Full driving licence and access to a vehicle is desirable to assist with outreach duties.</p>

**If you wish to apply, please contact:
 Namoi Harrison
 Regional service Manger**

**Email: naomi.harrison@supporting-lives.org
 Mobile: 07496 891 884
 Office: 01670 862787**



Visit: supporting-lives.org | Call: 0191 455 9333

Supporting Lives is a Co-operative and Community Benefit Society (FCA Number 8460) with charitable rules | Charities Reference Number ZD12682