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| JOB DESCRIPTION& Person Specification | |
| **Job Title:** | Supported Housing Worker |
| **NJC Scale Point:** | NJC Pt 9 –Pt 19 depending on experience, pro rata for part time roles. |
| Hours: | 37.5 hours per week and such additional hours as are required by the business from time to time.  The hours will be worked on a rota basis including evenings and weekends. |
| **Annual Leave:** | 26 days plus statutory and bank holidays (1 additional day after each year of service, up to a maximum of 31 days). |
| **Location:** | Based at Burlington Street (Bath) with regular travel to:   * Barton Buildings (Bath) * Lambridge (Bath) * Hawthorn (Patchway)   and any other location reasonably requested by the organisation. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Supported Housing Service Manager |
| **Accountable for:** | None |

#### Principle Purpose of the Job

To work as part of a small but vibrant team across our Supported Housing Projects, including abstinence-based, to support residents to turn their lives around from problematic drug/alcohol use and develop the skills to live independently.

#### Key Duties and Responsibilities

#### Housing Management

* Complete assessments of potential residents and make decisions on their suitability for the project and where appropriate consulting with the SDAS team to determine suitability for a detox within the house.
* To ensure clients adhere to all clauses within their agreement (excluded licence agreement & Assured Shorthold Tenancies)
* Conduct random drug testing as appropriate
* To work with the Supported Housing Team Leader to carry out delegated health & safety tasks
* To promote Supported Housing across the organisation, ensuring that DHI’s values are embedded.
* To work with the Tenancy Sustainment Officer to ensure rent/service charge is paid and clients achieve a successful move on including removing barriers and setting up a tenancy

#### Support Work

* To hold a caseload of approximately 16 clients
* To ensure each resident has a person centred support plan that is focussed on developing the skills and support networks required to lead an independent and fulfilling life. This could include a broad range of needs, including:
  + Support clients to complete a detox within Burlington Street
  + Housing, welfare benefit, money management, income maximisation, health and employment.
  + Building a network of support in the community and looking to rebuild positive connections
  + Referral to a broad range of community and support organisations to assist with a client’s long term aims of reintegration
* To ensure the support plan has clear, time bound objectives that are achievable, and the accountability of the resident and other people/organisations involved are clearly identified
* To regularly review the support plan with the resident to ensure progress
* To regularly review risk assessments and homeless outcome stars
* Complete move-on referrals for clients to make a successful move-on

To carry out all necessary administration in relation to casework tasks including monitoring, and participate in DHI service evaluation audits.

Prepare and present clear verbal / written reports as required.

**Monitoring & Administration**

* To be accountable and responsible for the timely and accurate provision of monitoring and reporting in line with agreed key performance indicators.
* To ensure effective systems and information governance arrangements are in place and adhered to.
* To make suggestions for improving the effectiveness and flexibility of systems and structures that are responsive to need.
* At all times adhere to DHI policies and procedures.

This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry them out. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder.

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| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Experience working in a customer-facing environment | * Experience of housing management and/or health & safety * Experience to support clients with a wide range of needs including substance misuse, criminal justice involvement etc. | Application, Interview |
| **Knowledge** | * Awareness of the necessity to maintain professional boundaries with clients | * You will have knowledge and experience in housing support * Ability to create person centred support plans that are SMART and holistic risk assessments * Legislative & best practises requirements for different types of tenure including ASTs | Application, Interview |
| **Skills** | * Excellent time management skills * Excellent level of IT literacy in MS Office products and case management systems |  | Application, Interview, exercise |
| **Values and behaviours**  N.B. These values should be evident throughout, however, here are behaviours demonstrable of each core value, of particular relevance to this post. | * **SELF-DIRECTION** – Works proactively on own initiative and collaboratively with others, with strong self-motivation * **STIMULATION** **-** Works in a way that aims to maximise the potential of others in their role. * **ZEST FOR LIFE** – Shows enthusiasm, resilience, remains positive, optimistic and calm in the face of feedback, risks and problems |  | Application, Interview |
| **Other information** | * You will be able to work flexibly, based on the service needs within the Working Time Regulations * Driving Licence with access to vehicle and willingness to use it for work travel. |  | Application, documents Interview, |