

**SEACOLE
EMERGENCY ACCESS & LONGER-TERM SUPPORT**

**JOB DESCRIPTION
HOUSING SUPPORT WORKER**

Hours: 37 hours per week
Salary: £20,272.77 per year
Location: Leeds 8
Responsible to: Scheme Manager

SPECIFIC REQUIREMENTS OF THE POST

Immediate support and accommodation are provided by Our Way Leeds Emergency Accommodation, Turning Lives Around's Young Person's Emergency Access project.

Here young people, largely aged 16-24-years-old who are homeless with additional vulnerabilities, can be quickly referred to access 24 hrs emergency accommodation and help.

The project has nine emergency beds, providing short term accommodation, plus three short hold tenancies enabling a longer stay.

The focus of both posts will be to address and manage risks to individuals and provide practical support.

As this is a 24-hour staffed service it is essential that the post holder can work a shift work pattern that encompasses early, late and day shifts, weekends and bank holidays according to the needs of the service. Shift changes may be required at short notice.

DUTIES AND RESPONSIBILITIES OF THE POST

To at all times work within, adhere to and promote TLA's Safeguarding policies to ensure that clients are safe from harm and abuse.

To re-house clients within an agreed period working closely in conjunction with other professionals.

To implement the placement admissions procedure and issue Licence Agreements and Tenancy Agreements

To ensure clients claim all necessary benefit entitlements including Housing Benefit.

To book clients into the Service.

To provide comprehensive information and advice to clients regarding suitable housing and support options with the overall aim of seeking positive outcomes within the service move on timescales.

To signpost clients to specialist services and make referrals as required.

To support clients to obtain successful outcomes by ensuring attendance at appointments, interviews and visits to housing and support providers and accompanying to same where appropriate.

To undertake comprehensive risk and needs assessments and support plans with using person centre approach.

To develop and maintain professional working relationships with wide range of agencies in order to ensure a multi-disciplinary approach to clients support needs.

To have understanding, tolerance and patience when working with clients who have support needs in addition to being homeless.

To maintain relevant confidential records in line with TLA policies and procedures.

To take appropriate action in line with TLA policy and procedures in instances where the Licence Agreement is broken.

To prepare accommodation for re-letting to maximise availability as and when directed by the Scheme Manager.

To carry out administrative and monitoring tasks associated with the running of the service.

To effectively promote and work within TLA's policy of rent collection, arrears control and recovery when working with clients.

To meet individual performance standards as required against TLA performance requirements and contracted funding requirements.

To adhere to and work within TLA's financial policies and procedures.

To be a committed member of a team working flexibly to facilitate and enable clients to access accommodation.

To have regular personal supervision and annual performance appraisals to monitor and evaluate professional performance against agreed targets.

To participate in training and development activities to ensure up to date knowledge and skills.

To represent the service when required at organisation and external meetings.

To at all times work within TLA's policies and procedures.

To at all times and represent the organisation in a positive manner and maintain professional boundaries.

To demonstrate a commitment to client participation in line with TLA's policies and procedures

To actively promote and support TLA's policy on Equal Opportunities and Diversity and to work in an anti-oppressive manner.

To ensure that all Health & Safety policies, practice and procedure are implemented in individual work practice.

To keep informed of issues relating to the needs of homeless young people.

To keep informed of issues and changes affecting homelessness.

To undertake any other duties commensurate with the post as determined by the Scheme Manager.

RELATIONSHIPS

The post holder will be expected to work as part of a team maintaining a close working relationship with other colleagues, clients and external agencies.

PHYSICAL CONDITIONS

Some light lifting and cleaning of rooms is required.

SOCIAL CONDITIONS

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

This post will require some lone working.

A high level of emotional resilience and tolerance is required to successfully undertake the post as you will be supporting young people with challenging and complex needs.

Emergency Access Hostel – at times a high-pressured environment.

This post requires the successful candidate to work flexibly as required to meet the needs of the service and client group.

TLA reserves the right to move staff to other sectors of the organisation as and when required so as to meet organisation requirements.

QUALIFICATIONS

An NVQ in Housing, Health and Social Care or equivalent is desirable.

SPECIAL REQUIREMENTS

TLA requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult, including any overseas cautions or convictions. The organisation undertakes an Enhanced Disclosure and Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent on a satisfactory response from the DBS.

Written May 2013.

To be reviewed by: May 2015, Amended January 2018
(Version 1)

**PERSON SPECIFICATION
HOUSING SUPPORT WORKER**



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Detailed below are the essential and desirable criteria required of applicants for the above post. The “Essential Requirements” indicate the minimum requirements, whilst the “Desirable Requirements” are additional attributes to enable the applicant to perform the duties of the post more effectively, or with little or no training. They are not essential but may be used to distinguish between acceptable candidates

ESSENTIAL REQUIREMENTS

Specific Post Requirements

- The ability to undertake a flexible work pattern that encompasses early, late and day shifts, weekends and bank holidays, as required according to the needs of the service. Shift changes may be required at short notice

Skills

- The ability to communicate clearly, both verbally and in writing, with Young People, colleagues and external agencies.
- To have good literacy and numeric levels
- Ability to use a computer and ability to use a range of packages e.g excel, word etc
- The ability to support young people who in addition to being homeless have other support needs.
- The ability to work with young people to assess need and risk and plan for positive goals and outcomes.
- To be able to respond appropriately to instances of challenging behaviour.
- The ability to provide advice and assist young people to obtain alternative housing.
- The ability to work positively and effectively in a team.

Knowledge

- To have an awareness of the effects of homelessness.
- Impact of homelessness on young people
- Knowledge of child/adult protection and safeguarding issues

Experience

- Of working with vulnerable young people in either a paid or voluntary capacity
- Of key working and support planning processes
- Of working with a wide range of agencies to ensure positive outcomes

Behavioural and Other Job-Related Characteristics

- To respect and have a commitment to maintaining confidentiality.
- To demonstrate a respectful, supportive attitude to Young People.
- High level of emotional resilience and tolerance
- To demonstrate commitment to the organization's Equal Opportunities/ Diversity Policy
- To demonstrate commitment to your professional development.
- To demonstrate understanding of and commitment to the upholding of professional boundaries.
- To be self-motivated.
- To have a non-judgmental approach
- To have a commitment to challenging discrimination.

DESIRABLE REQUIREMENTS

Skills

- An ability to speak more than one language.
- To have a current full driving licence, and access to a car.

Knowledge

- To have an awareness of the needs of single homeless people.
- Hold a relevant academic or vocational qualification e.g., an NVQ in Housing, Health and Social Care or equivalent.
- A basic understanding of Health and Safety at work policies.
- Knowledge of the provision for single homeless young people in Leeds.
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Experience

- Of key working and support planning processes
- Of working with a wide range of agencies to ensure positive outcomes.

Job Specification Written: November 2008 & Reviewed March 2009.

Updated June 2013, May 2015, January 2018

Next Review Date: By November 2019.