

JOB DESCRIPTION HOUSING SUPPORT WORKER

SALARY: £27,000 per annum
LOCATION: Wakefield
HOURS: 37 hours per week, Monday- Friday (no weekends)
RESPONSIBLE TO: Team Leader

Benefits:

- 25 days annual leave raising to 30 days after 2 years' service.
- Paid bank holidays.
- Agile working policy and flexible working arrangements.
- Employee Assistance Programme 24/7 access.
- Free eye tests.
- Regular supervisions and appraisals.
- Blue light card discounts.
- Reflective Practice.
- Colleague appreciation and wellbeing events.

Do you want to make a difference and support people to keep their homes. Sustain Wakefield is the Housing Sustainment Pathway and forms part of Wakefield Council's Housing support services. Sustain provide housing support, in the community, to people who are at risk of homelessness. Our role is to support people to keep their homes and encourage them to live independently. The pathway supports 150 singles/ couples and 50 families.

Purpose of the post:

- To provide housing related support to people who are at risk of homelessness.
- Support people to register with housing providers, offer flexible needs led support, prevent homelessness, encourage and empower service users to become independent, make appropriate referrals, work in partnership with housing providers, landlords and other agencies.

Duties & Responsibilities

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

Service Delivery

- To support people to keep their homes or move to suitable accommodation.
- Lone work with service users in their homes and the community.
- Work towards agreed service targets and deadlines.

- Maintain relevant written/electronic confidential records in line with GDPR legislation and Sustain policies and procedures.
- Complete Needs and Risk Assessments with Service users.
- Monitor & review support plans and outcomes achieved in relation to assessed need and individual goals.
- Provide information and advice about housing and support options.
- Be able to use a laptop, mobile phone and Microsoft Teams.
- Carry out administrative and monitoring tasks relevant to the role.
- To operate within the aims, policies and practices of TLA.

Service User Support

- Complete needs and risk assessments, support plans and move on plans.
- Support service users to achieve their individual goals with a key focus on maintaining their accommodation.
- Help service users to gain the skills they need to live independently, develop resilience, respond to and manage their accommodation.
- Understand Safeguarding procedures and always take appropriate action.
- Ensure that service users receive time limited and outcome focused support.
- To ensure that service users are given the opportunity and are encouraged to take an active role in decisions as to how the service is run.

Equality and Diversity

- Operate within the aims, policies and practices of the organisation always and to be committed to and promote the organisation's equal opportunities and anti-discriminatory policies.
- Support a range of people, cultures and religions, neurodiversity.
- Promote and contribute to inclusive support and services.

Safeguarding and Risk Management

- Understand and respond to safeguarding concerns.
- Follow safeguarding and risk management process and procedures.
- Be able to recognise signs of abuse and respond.
- Be professionally curious.
- Complete regular safeguarding training.

Communication

- Communicate effectively with different stakeholders – service users, colleagues, Single Point of Access (SPOA) and partner agencies.
- Represent the service positively and professionally at organisational and external meetings.
- Maintain accurate reports as required.
- Keep confidential information secure.

Co-Production

- Establish and maintain good links and relationships with other key agencies to ensure a multi-disciplinary approach to service user needs.

- Support the Volunteer and Peer Support Coordinator to promote and develop a team commitment to service user engagement.
- Work as part of a team, attend regular team meetings and reflective practice sessions.

Continuous Improvement

- To continually review your practice and implement changes to improve support.
- Work with the management team to develop and improve services.
- Contribute to regular supervisions and annual appraisals.

Personal and Professional Development

- Complete induction programme within 6 months.
- Be responsible for own development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
- Be inducted, supervised, trained, performance managed and appraised in line with the organisation's competency framework policies and procedures.
- To meet individual performance standards as required against Sustain's commissioned contract.

Social Conditions

Core business hours are between 9am and 5pm. We do not work evenings or weekends.

Agile working and flexible working patterns can be agreed with line manager.

The organisation reserves the right to move staff to other areas of Wakefield as and when required to meet the requirements of the Contract.

Special Requirements

Sustain 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. The organisation undertakes an Enhanced Disclosure & Barring Service (DBS) check for all successful candidates, and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

Reviewed: July 2025
Review Date: July 2026



PERSON SPECIFICATION SUPPORT WORKER

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

- **Experience**

- Working with vulnerable people in either a paid or voluntary capacity
- Working effectively with voluntary and statutory agencies
- Key working, risk management and support planning processes
- Housing management e.g., familiar with Housing Benefit issues, tenancy agreements and re-housing processes
- Experience of lone working effectively with Service users with complex needs

Qualifications

- Good standard of literacy and numeracy skills.

Skills

- Good written and verbal communication skills incorporating the ability to communicate with people
- Ability to use a computer, particularly Word and Outlook,
- An understanding of the need for confidentiality and data protection when dealing with confidential information
- Ability to assess risk and need and plan for positive goals and outcomes
- Ability to respond appropriately to conflict and challenging behaviour
- Adhere to and work within policies and procedures
- Excellent organisational skills including time management, planning, and working under own initiative.

Knowledge

- The issues relating to homelessness and vulnerability
- An understanding of commitment to and ability to work within Safeguarding policies and procedures

Behavioural and Other Job-Related Characteristics

- Demonstrate a respectful, supportive attitude to Service users
- Understanding of the diverse needs of individuals and be able to treat everyone fairly and equally
- Committed to empowering Service users to become involved in the organisation and its surrounding community
- Able to plan, organise and undertake own workload appropriately
- Enthusiastic, reliable, motivated, and resilient (calm under pressure)
- Understand, establish, and be committed to professional boundaries.
- Committed to own learning and development and new ways of working
- Demonstrate commitment to the organisation's values and aims
- Able to work flexibly to meet the needs of the Service users and the service

DESIRABLE REQUIREMENTS

Skills

Hold a current full driving licence and access to a car.

Ability to use Office 365 and Microsoft Teams.

Qualifications

A relevant academic or vocational qualification e.g., in Social Work, IAG or an NVQ in Housing, Health and Social Care Level 2/3 or equivalent.