



JOB DESCRIPTION	
Job Title:	Supported Housing Worker
NJC Scale Point:	NJC Pt, 20-26 depending on experience, pro rata
Hours:	37.5 hours per week and such additional hours as are required by the business from time to time. The hours will be on a rota basis including weekends, statutory and bank holidays.
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:	Burlington Street and Barton Buildings 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:	BaNES Supported Housing Team Leader
Accountable for:	None

Principal Purpose of the Job:

- To provide support to allocated residents in DHI's abstinence based dry houses (Burlington Street and Barton Buildings) working with them to develop independent living skills, achieve their ambitions and goals and move on successfully from supported accommodation.
- The safe and sustainable running of Burlington Street and Barton Buildings including void and rent management, health and safety compliance and reactive repairs.

Key Duties and Responsibilities

1. Assessment and Case Work

- To assess potential residents for their suitability for the projects- (1) A commitment to sustaining abstinence, (2) able to abide by house rules (including attending groups) and (3) able to develop independent living skills in the future.
- To include the treatment provider as necessary where assessing someone for detox.
- To ensure that all support plans are focused upon securing independent living and maintaining recovery and are delivered in a way which fully includes and is meaningful to the client.
- Share all supported plans with residents reviewing and adapting them regularly and in line with client's changing needs and aspirations.
- Organise and undertake formal and informal key working activities in a way that effectively encourages engagement, and promotes opportunities for ongoing support for residents.
- To support client with the full range of their needs, including housing, welfare benefits, substance misuse, mental health employment and training.
- Assist residents in making successful claims for housing benefits, welfare benefits and/or in work benefits as appropriate.
- To ensure that all casework standards are met in relation to accurate recording on DHI's systems.
- To assess the safety of residents and others ensuring that coproduced safety plans are shared with residents and partners and reviewed regularly/ in line with the incident management policy.
- To identify and work with a wide range of partners to ensure all residents have access to relevant services including both statutory and non-statutory support and community resources.
- To support residents to move on in a planned way making realistic and informed choices so that they are able to effectively prepare for moving on.
- To complete onward referrals to identified move-on and support residents to prepare effectively for move on.

Client and community involvement:

- To participate in the development of opportunities for residents to get involved with the running of the project through a regularly updated client involvement plan.
- To participate in the development and implementation of opportunities for residents to engage in their community.
- To participate effectively in developing the service's relationship with neighbours.
- To participate effectively in developing the service's relationship with key stakeholders.

Housing Management:

- To ensure that house rules are adhered too and that appropriate and proportionate actions are taken to address areas of concern.
- To facilitate a safe "dry house" environment through regular testing.
- To support and encourage residents to undertake housekeeping and cleaning duties as necessary in order to maintain a clean and safe physical environment.

- Support all residents to pay their rent and service charges in full and on time (ensuring that all targets are met) by effectively implementing DHI's rent management procedure.
- To proactively liaise with Housing Benefit, DWP and other agencies to ensure that client's income is maximised and that rent is paid on time and in full.
- To take on allocated tasks ensuring that all health and safety requirements are met by carrying out regular checks and arranging for external contractors to carry out checks in advance of becoming due.
- To take on allocated tasks ensuring that all proactive and reactive repairs are dealt with within the timescales set out in DHI's repairs and maintenance procedures.

Organisational and Team Duties

1. To perform as part of the DHI Supported Housing Team, attending and participating in regular team meetings, attend appropriate training courses and participate in skills sharing sessions within the team.
2. To assist with the development of related projects established by DHI and partner organisations.
3. To participate in regular support and supervision.
4. At all times adhere to relevant legislation, good practice and policies and procedures, including Health and Safety, Confidentiality and Equal Opportunities.
5. To promote Supported Housing across the organisation, ensuring that it is embedded and adds value to all DHI services.

Organisational Responsibilities

At all times adhere to DHI policies and procedures, with specific reference to:

- Confidentiality: ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Data Protection Act and Information Governance: to comply with the requirements of the Data Protection Act and all policies and procedures relating to Information Governance and security of data.
- Equal Opportunities and Diversity: to ensure that all service users, their partners, colleagues both within DHI and other partner organisations are treated as individuals by following DHI's Equality and Diversity Policy.
- Health and Safety: to ensure you comply at all times with the requirements of the Health and Safety regulations and DHI's Health and Safety Policy and Procedures. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- Quality Assurance: to ensure all activities are managed in a way that supports DHI's Quality Assurance systems.

- Safeguarding: DHI is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.
- Lone Working: to work in accordance with the DHI Lone Working policy 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

Supported Housing Worker PERSON SPECIFICATION

Essential criteria

1. Demonstrable commitment to the principles of self-directed support and social inclusion
2. Ability to demonstrate a commitment to service user empowerment and reintegration
3. A practical, common sense and 'can do' approach
4. Flexibility, creativity, initiative and self-motivation
5. Knowledge and experience of implementation of systems
6. Proven leadership, negotiation and communication skills
7. Experience of monitoring budgets
8. Able to demonstrate a good level of IT literacy
9. A commitment to equal opportunities and anti-discriminatory policy and practice
10. A flexible approach to working hours in alignment with the Working Time Regulations.
11. Demonstrable ability to exercise vision with pragmatism

Desirable criteria

1. A full clean driving licence, ability and willingness to drive and travel
2. Experience of working within a Supported Housing Environment.
3. Experience of supporting residents with a range of needs including substance misuse, mental health, money management and offending