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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 usually be worked on a Rota basis including evening, weekends 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 (Bath) and Barton Buildings (Bath) 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:** | B&NES Supported Housing Service Manager |
| **Accountable for:** | None |

#### Principle Purpose of the Job

Work as part of a small but vibrant team within an abstinence-based house 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 supported living in an abstinence environment and where appropriate consulting the specialist nurse to determine suitability for a detox within the house.
* To ensure all house rules are adhered too and cleaning duties completed.
* As part of ensure accommodation is supportive for those seeking abstinence, conduct random drug testing.
* To carry out delegated health & safety tasks and arranging for external contractors to carry out checks.
* To carry out allocated repairs within identified timescales.
* To promote Supported Housing across the organisation, ensuring that DHI’s values are embedded.
* To ensure residents understand and are supported to pay rent in a timely way, and to be aware of the rules around non-payment.

#### Support Work

* To hold a caseload of 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 and successfully move into the main house
	+ To support clients with a broad range of needs including timely rent and service charge payments, housing, welfare benefit, 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 clients long term aims of reintegration, including adult drug and alcohol treatment services
* To ensure the support plan has clear, time bound objectives that are achievable, and the accountability of both resident and other people/organisations involved are clearly identified.
* To regularly review the support plan with the resident to ensure progress.
* To proactively liaise with Housing Benefit, DWP and any other agency to ensure client support and income is maximised.
* Support clients to achieve a successful move on, including removing barriers, finding suitable accommodation and setting up the tenancy.
* 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.

#### Organisational Responsibilities

1. 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.
1. At all times adhere to contract requirements, relevant legislation, good practice.
2. To participate in regular supervision and support.

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** | * You will be able to demonstrate your ability to support clients with a wide range of needs and barriers to achieve independent living
 | * Experience of working with those with a drug or alcohol problem
* Experience of housing management and/or health & safety
 | Application, Interview |
| **Knowledge**  | * You will be able to demonstrate the ability to create and follow person centred support plans that are SMART
* You understand awareness of the necessity to maintain professional boundaries with clients
 | * You will have knowledge and experience in housing support
 | Application, Interview |
| **Skills** | * You will have excellent time management skills
* You will have an excellent level of IT literacy in MS Office products and case management systems
 |  | Application, Interview, exercise |
| **Values and behaviours** | * Works in a way that aims to maximise the potential of others.
* Believes in and supports clients to be able to find their own solutions and take responsibility for themselves.
* Commitment to equal opportunities and anti-discriminatory policy and practice.
 |  | 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,  |