

|  |  |
| --- | --- |
| JOB DESCRIPTION | |
| **Job Title:** | Housing and Benefits worker- Throughcare Team |
| **NJC Scale Point:** | NJC PT 9-19 Depending on experience |
| Hours: | FTC Until March 2024  37.5 hours per week and such additional hours as are required by the business from time to time.  Usual office hours are between 9am- 5pm with a requirement to work flexibly to provide client services (usually 9-8pm). The post will require some weekend and/or evening work subject to the requirements of the service, the business and operational management. |
| **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:** | South Gloucestershire and any other location reasonably requested by the organisation.  We have client hubs in Yate, Warmley and Patchway.  A current valid UK driving licence and use of a car and willingness to use it for the purposes of this role, including the provision of business insurance is an essential requirement. |
| **Pension:** | Contributory pension scheme (employer’s contribution 7% to a minimum 3% contribution from employee). |
| **Accountable to:** | Throughcare Team Leader |

#### Principle Purpose of the Job

To deliver housing related advice and support to individuals who are supported by South Gloucestershire Drug and Alcohol Service, who are experiencing difficulties in securing and sustaining their homes, living independently within the community and/or are homelessness or at risk of homelessness (including sofa surfing).

Due to the nature of the work, this roles includes a significant emphasis on welfare benefit claims (including Universal Credit and PIP), budgeting and money/debt management, digital inclusion, and partnership working.

#### Key Duties and Responsibilities

1. To accept and assess referrals to the Throughcare team, providing brief interventions and signposting.
2. To complete a holistic needs assessment enabling clients to reflect on, and identify issues central to their recovery, and build a personalised support plan.
3. To provide housing related support to enable increased independence and support recovery by supporting clients to maintain their accommodation and avoid homelessness.
4. To support service users to maximise their income including through applying for relevant welfare benefits, budgeting and money/debt management, and by referral to employability support services where unemployment may put the individual’s housing at risk.
5. To develop and maximise service users’ personal strengths, social networks and recovery capital (social, physical, human and cultural) throughout their recovery journey.
6. To fully inform service users about their housing related options, involve them in decisions and consent, implement appropriate information sharing, and encourage them to take opportunities to achieve a positive outcome.
7. To support peers and volunteers to develop and deliver an enhanced service offer including mutual aid support groups (e.g. SMART) and recreational activity groups.
8. To work collaboratively and proactively with other members of staff, volunteers and mentors to ensure that services are fully coordinated and are working collectively towards the achievement of recovery goals and positive outcomes for each individual client.
9. To work alongside and provide support and supervision to volunteers and peer mentors as required.

**Monitoring & Administration**

Via effective line management, to be overall accountable and responsible for the timely and accurate provision of monitoring and reporting.

To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and service user information

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.

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **ATTRIBUTES** | **ESSENTIAL CRITERIA** | **DESIRABLE CRITERIA** | **DEMONSTRATED BY (Application, Interview, exercise, other)** |
| **Experience** | * Experience of working effectively with people who are socially excluded and/or in housing need * Experience of supporting people to achieve independence and facilitate change in their life * Experience of working collaboratively, communicating effectively and building strong relationships with partner organisations |  |  |
| **Knowledge** | * Understanding of the needs of individuals and families experiencing issues related to alcohol and drug use including homelessness * Knowledge of welfare rights/benefits and homelessness legislation * Knowledge and commitment to Adult and Child Safeguarding principles and procedures |  |  |
| **Skills** | * Excellent organisational skills, including managing and prioritising a caseload * Excellent level of IT literacy in Word, Excel and databases * Excellent communication and advocacy skills and an ability to engage positively with service users |  |  |
| **Values and behaviours** | * Flexible, proactive and responsive to change. * Shows a Understanding of the DHI 4 Values * Shows positivity, enthusiasm, optimism and resilience   in the face of setbacks |  |  |
| **Other information** | * Driving Licence with access to vehicle and willingness to use it for work travel. |  |  |