

Housing Support Worker - Stratford Job Description

1) REPORTING TO:

- **Housing Support Team Leader - Stratford**

2) MAIN PURPOSE OF JOB:

- To provide a high quality, effective, sensitive and appropriate support service to:
 - i) clients moving into or establishing independent accommodation (across a variety of tenures)
 - ii) people whose accommodation may be at risk of breaking down or
 - iii) residents living in supported accommodation managed by Coventry Cyrenians

3) CHIEF DUTIES AND RESPONSIBILITIES

- To carry an ongoing caseload of single men and single women
- Work with clients and/or residents within a 12 month period to help them develop the skills necessary to live as independently as possible.
- To agree, and work to, a structured individual support plan for each client that is appropriate to their aspirations and needs.
- Agree with the client or resident a process for the withdrawal of support (within 12 months of being accepted on a caseload)
- Ensure clients are equipped to achieve their aspirations and goals in line with the organisations contractual obligations.
- Work with clients to ensure that they are linked in to other appropriate services e.g. drug, alcohol and mental health services.
- Work with the client to maximise opportunities for access to education, training, employment and making a positive contribution to their local community, including service delivery and service development.
- Ensure clients income is maximised by ensuring they receive their correct entitlements
- To operate appropriate administrative systems ensuring files are accurate and up to date, and funder requirements can be met, eg completion of Client Record Forms & Outcomes Forms
- In our supported accommodation service, to manage a communal living environment including resident relationships with each other, ensuring Housing Benefit claims are established and that rent and accommodation charges are paid/collected
- To work to organisational and individual targets in order to provide an efficient and effective service to clients.

- Ensure that all situations that may suggest a potential risk to the welfare of a vulnerable adult are reported to line managers as soon as possible.
- In consultation with your line manager and colleagues, be responsible for accepting referrals into the Housing Support Service. This will entail liaising with agencies operating the primary referral routes including but not limited to Stratford District Council's Housing Service and Housing Advice Team and other local authorities/agencies within Warwickshire
- Liaise with other agencies, statutory and voluntary, acting as advocate and support for individuals to ensure that they receive appropriate support services.
- Give practical and personal support to clients (eg. befriending, housing and benefit advice, information on health care, legal rights, budgeting advice etc.) to encourage them to be able to take greater control over their own situations.
- Develop and maintain links with appropriate outside agencies - eg day centre facilities and other groups within the city and encourage clients to use these groups where appropriate
- Ensure that all duties are carried out in a professional manner and in accordance with the guidelines and policies of Coventry Cyrenians
- Attend training courses, supervision sessions and meetings as required
- Carry out such duties as may be commensurate with the post as agreed by line managers
- Occasional evening and weekend work may be required for which time of in lieu will be taken in line with the flexi-time policy.
- As agreed with line managers, participate in an out of hours, on call system on a rota basis

LOCATION AND TRAVEL

- The job may involve some travelling in order to adequately perform the duties as detailed
- The Stratford location TBC
- The head office of the organisation is situated at:

McRaye House,
98 - 101, Far Gosford Street,
Coventry CV1 5EA

Updated Sept 2009

Housing Support Worker Person Specification

1) Knowledge and Experience

- **Essential:**
 - i) A minimum of 12 months experience of working with clients who are homeless or whose accommodation may be at risk
 - ii) An understanding of issues around homelessness.
- **Desirable:**
 - i) A working knowledge of welfare benefits particularly housing benefit

2) Skills and abilities

Essential:

- The ability to cope with crisis situations
- The ability to work as part of a multi-disciplinary team
- The ability to work on your own initiative
- The ability to represent the organisation in a professional manner at all times
- The ability to work in and adapt to a changing environment
- Good administrative, recording and reporting skills.
- Ability to communicate effectively verbally and in writing.
- Ability to work flexible hours as required
- Ability to work as an effective member of a team
- Ability to represent the organisation in a professional manner at all times
- Have a flexible, positive and solution orientated approach to work
- Demonstrate a mature, empathetic and non-judgemental attitude towards clients

3) Attitudes and values

- **Essential**
 - i) Empathy with the social aims and values of the organisation
 - ii) Commitment to continuous improvement including own professional development
 - iii) Commitment to Equal Opportunities

4) Qualifications

Essential:

- In normal circumstances, the post holder will be expected to have attained a minimum of NVQ Level 2 (or equivalent) in a relevant subject and will be expected to attain NVQ Level 3 within 12 months of taking up the position.

This post is subject to a Criminal Records Bureau check at an enhanced level.