

Housing Support Worker Job Description

1) REPORTING TO:

Team Manager (Coventry)

2) MAIN PURPOSE OF JOB:

As part of a team, provide and maintain:

- a) a high quality, effective, sensitive and appropriate support service to people aged 16 and upwards who have a support need and are homeless or whose accommodation may be at risk
- b) the necessary support to enable people to maximise their potential and enable them to as live as independently as possible
- c) a safe and secure environment for residents

3) MAIN DUTIES AND RESPONSIBILITIES

- a) Carry an agreed caseload of residents
- b) Interview potential residents and carry out appropriate needs and risk assessments
- c) Develop and implement individual Support Plans and carry out regular reviews
- d) Ensure residents are informed and, where necessary assisted, to access appropriate welfare benefits, health, welfare and other support service participating in a multi-agency approach as necessary
- e) Take responsibility for ensuring that accommodation charges are paid by residents and income maximised
- f) Maintain a high standard of record keeping and ensure that appropriate administrative procedures are adhered to
- g) Carry out necessary health and safety checks as required
- h) Take responsibility for safeguarding clients through adherence to the organisation's safeguarding policy and procedures
- i) Report repairs, renewals, health and safety concerns etc to appropriate colleagues in a timely manner
- j) Ensure that client confidentiality is maintained in accordance with organisational policy and the law, liaising with senior colleagues as necessary

- k) Ensure that personal targets are met and reported to line managers as required
- l) Identify gaps in provision and assist colleagues in the development and implementation of new services as requested
- m) Together with other colleagues, participate in fundraising applications and other initiatives as requested

4) OTHER

- a) Ensure that all duties are carried out in a professional manner and in accordance with the guidelines and policies of Coventry Cyrenians
- b) Take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and/or visitors
- c) Attend training courses, supervision sessions and meetings as required
- d) Assist in the induction of new staff as requested
- e) Carry out such duties as may be commensurate with the post as agreed by line managers
- f) Occasional evening and weekend work may be required for which time of in lieu will be taken in line with the flexi-time policy

5) LOCATION AND TRAVEL

- a) The post is based our head office which is situated at:

Oakwood House
Cheylesmore
Coventry
CV1 2HL

- b) The job may involve some travelling in order to adequately perform the duties as detailed, car driver essential.

Last Updated: *March 2015 MF*

Housing Support Worker - Person Specification

| AREA | REQUIREMENT | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
|-------------------------------|---|-------------------------------------|-------------------------------------|----------------------------|
| Education | In normal circumstances, the post holder will be expected to have attained a minimum of NVQ Level 2 (or equivalent) in a relevant subject | <input checked="" type="checkbox"/> | | Certification |
| | NVQ Level 3 (or equivalent) or a willingness to attain this qualification or similar within 12 months of taking up the position. | | <input checked="" type="checkbox"/> | Certification or Interview |
| Experience | A minimum of 12 months experience of working with clients who are homeless or whose accommodation may be at risk | <input checked="" type="checkbox"/> | | Application & Reference |
| Knowledge | An understanding of issues around homelessness | <input checked="" type="checkbox"/> | | |
| | A working knowledge of welfare benefits particularly housing benefit | | <input checked="" type="checkbox"/> | |
| Skills & Abilities | Ability to cope with crisis situations | <input checked="" type="checkbox"/> | | |
| | Ability to work on your own initiative | <input checked="" type="checkbox"/> | | |
| | Ability to work in and adapt to a changing environment | <input checked="" type="checkbox"/> | | |
| | Good administrative, recording and reporting skills | <input checked="" type="checkbox"/> | | |
| | A good standard of numeracy and literacy | <input checked="" type="checkbox"/> | | |
| | Ability to work flexible hours as required | <input checked="" type="checkbox"/> | | |
| | Ability to work as an effective member of a team | <input checked="" type="checkbox"/> | | |
| | Ability to present in a professional manner | <input checked="" type="checkbox"/> | | |
| | Have a flexible, positive and solution orientated approach to work | <input checked="" type="checkbox"/> | | |
| | Basic computer literacy to include word processing and basic spreadsheets | <input checked="" type="checkbox"/> | | |

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|-------------------------------|---|-------------------------------------|--|-------------------------|
| Attitudes & Values | A commitment to deliver to individual and organisational targets | <input checked="" type="checkbox"/> | | Application & Interview |
| | Empathy with the social aims and values of the organisation | <input checked="" type="checkbox"/> | | |
| | Commitment to continuous improvement including own professional development | <input checked="" type="checkbox"/> | | |
| | Commitment to principles of Equal Opportunities | <input checked="" type="checkbox"/> | | |

Due to the nature of this post and close working with vulnerable people, this post is subject to a Disclosure and Barring Service check.