


<b>Document:</b>	<b>Job Description and Person Specification</b>
<b>Job Title:</b>	Housing Support Worker
<b>Project Base:</b>	Emerging Futures, Chorley
<b>Hours &amp; Salary:</b>	37.5 hours – £22,451 - £23,918
<b>Accountable to:</b>	Senior Housing Project Worker/Housing Manager
<b>Job Summary:</b>	<p>Our Complex Housing services across Chorley &amp; Preston aim to improve health outcomes and reduce inequalities by developing and delivering interventions to enable as many service users to maximize their chances of living more independently for as long as possible in the future.</p> <p>As a Housing Support Worker, you will provide housing and wellbeing support to vulnerable and excluded people with complex needs in Chorley who may have had experience of rough sleeping and/or homelessness.</p> <p>Using a range of techniques, you will be assessing need, preparing tenancy support plans, and supporting our tenants to achieve their individual goals. These may include attending health appointments, achieving and maintaining their recovery, maintaining their tenancies, and moving onto independent living.</p> <p>You will encourage and support residents to live as fully and independently as possible within the local community, providing information, emotional, organisational, practical support, and training as appropriate.</p> <p>You will work closely with our wider staff team and partner organisations across Lancashire to develop a collaborative approach to reducing homelessness and rough sleeping, increase the number of people accessing substance misuse treatment, support harm reduction and reduce drugs related deaths.</p> <p>Working flexibly on a rota basis, the role may involve covering evening shifts and weekends to ensure the safety and wellbeing of our residents.</p>

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Values:	<p><b><u>Our values</u></b></p> <p><b>Respect:</b> listening to people and treating them with dignity.</p> <p><b>Integrity:</b> being honest and open (with each other) and providing a voice for those who are expert by experience.</p> <p><b>Accountability:</b> taking purpose-driven action, owning our decisions, and remaining flexible as we grow.</p>  <p>The diagram is a circular competency framework with 'Behaviours' at the bottom and 'COMPETENCY FRAMEWORK' at the bottom edge. It is divided into four quadrants:     <ul style="list-style-type: none"> <li><b>INTEGRITY (top):</b> Supportive, Professional, Confident, Passionate, Creative, Determined, Assertive, Honest, Trustworthy, Approachable.</li> <li><b>RESPECT (left):</b> Respectful, Client Centred, Fair, Discreet, Nurturing, Empathic, Compassionate, Calm, Attentive, Inclusive.</li> <li><b>ACCOUNTABILITY (right):</b> Accountable, Flexible, Ambitious, Resilient, Influential, Astute, Capable, Communicative, Curious, Reliable.</li> <li><b>Behaviours (bottom):</b> (This quadrant is empty in the diagram).</li> </ul>     The center of the circle contains the EF logo.   </p>
Benefits:	<ul style="list-style-type: none"> <li>• Minimum 25 days annual leave + bank holidays (pro rata for part time employees)</li> <li>• Day off on your birthday every year</li> <li>• Inclusive culture promoting innovation and autonomy</li> <li>• Extensive Employee Assistance Programme including access to counselling, specialist advice and an online wellbeing portal</li> <li>• Online Medical Assistance – access to a 24/7 GP or second medical opinions for you, your partner and children</li> <li>• Enhanced family friendly policies</li> <li>• Emergency Financial Assistance policy</li> <li>• Death In Service policy</li> <li>• Pension scheme</li> <li>• Option to purchase extra holidays</li> <li>• Wellbeing hour</li> <li>• CPD hour</li> <li>• Cycle to Work Scheme</li> <li>• Annual company events</li> <li>• Extensive training package</li> <li>• Support around personal and professional development</li> </ul>

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## Principal Duties and Responsibilities

### Leadership and Staff Management

1. To provide coaching, wellbeing support and training to enable volunteers and recovery coaches to deliver their roles, grow and reach their fullest potential.
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### Service Delivery & Performance

1. Ensure residents understand their tenancy agreement, their rights and obligations and report any breaches to management.
2. Manage accommodation for individuals, enabling residents to access pathways to meet their more immediate needs before moving on to full independence, their own tenancies and meaningful activity.
3. Support the day to day running of the projects including group work delivery, health & safety, meal planning, residents' meetings and resident move in plans.
4. Monitor the provision of housing services (heating, cleaning, provision of furniture etc.).
5. Ensure Chorley services are accurately reported through the relevant systems, INFORM.
6. Support tenants to maintain their tenancy by providing hands on, practical help and advice across our network of shared, supported housing.
7. Regularly report all evidence, achievements, and concerns to the Team Leader.
8. Implement and manage systems to ensure residents are safe, meaningfully engaged and moving forward in their lives.
9. Work with the Local Authority and other agencies to create move-on options and improve the health and wellbeing of tenants through direct 1-1 work.

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## Finance

1. Liaising with colleagues from the Local Authority Housing Benefit department to ensure claims are submitted and processed efficiently and effectively.
2. To collect, record and bank rent and other incomes received by tenants.
3. To complete financial planning with residents including rent collection and monitor non-payment of rent and act in line with the agreed policy and procedures. Provide debt counselling where appropriate.

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## Communication, Representation and Engagement

1. To ensure the profile of EF is raised at every opportunity and that examples of good practice are shared with the widest possible audience, including local employers, communities and recovery communities.
2. Ensure our services are promoted through a variety of communications, marketing and media sources and platforms.
3. Organise residents' 'house meetings' and liaise, consult with, and actively support residents, encouraging participation in decision making processes wherever possible.
4. To support the development of recovery and employment initiatives for tenants across Lancashire, collaborating closely with local third sector and grass roots organisations, associations and individuals.

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## Governance, Legal, Facilities and Risk

1. To ensure all EF's risk management and quality assurance policies are implemented and staff (paid and unpaid) understand and adhere to EF's policies and procedures.
2. To ensure the safety of all tenants and service users and maintain awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.
3. Within a delegated portfolio of services, ensure the effective implementation of serious untoward incident reporting in line with policy and procedures, and implementing lessons learned.
4. Deal with issues and complaints raised by complying with EF's complaints processes.
5. Promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

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## Other

1. You will be required to work flexibly from varying operational sites as required and agreed with line manager.
  2. A willingness to work some evenings/weekends as required.
  3. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service user group.
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## Generic Duties & Responsibilities

### Confidentiality

Service user, volunteer and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection legislation.

### Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.

### Privacy & Dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

### Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child's welfare.

### Health & Safety

Emerging Futures has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management

# Educational Requirements & Competency Framework

These are the education requirements and competencies required for this role. Please demonstrate in your application where you meet the requirements and where you may need additional support and training.

ESSENTIAL	DESIRABLE
<p><b>Education &amp; Experience</b></p> <p>Experience of supporting individuals to initiate and sustain long term recovery and tenancy sustainment in the community.</p> <p>Experience of providing a range of support interventions to individuals affected by homelessness, substance misuse and/or offending.</p> <p>Experience of housing management or working in a residential setting with those with complex needs including challenging and/or negative behaviour.</p> <p>Experience of developing partnerships and working collaboratively with other organisations and individuals.</p>	<p><b>Education &amp; Experience</b></p> <p>Coaching/ counselling/ Health and Social Care qualification.</p> <p>Experience of motivating and inspiring unpaid staff and establishing the values-based training and support they require to flourish both professionally and in their personal recovery journey.</p> <p>Experience of delivering group-work and training.</p> <p>Specialist harm reduction experience.</p>

## COMPETENCY FRAMEWORK:

# Housing Worker

## Thinking

### Skills

#### Problem Solving & Decision-Making

- ACT informed
- Problem Solving
- Emotional Intelligence
- Intuitive

#### Numerical & Analytical

- Numerical
- Analytical

#### Compliance

- Risk & Incident Management & Reporting

#### Planning & Organising

- Time Management

### Experience & Knowledge

#### Technical Competency

- Awareness of Key Performance Indicators
- Complex Environments
- Assessment & Referral

#### Compliance

- Identify Risk

## Communication

### Skills

#### Effective Communication

- Interpersonal
- Writing
- Listening
- Conflict Resolution
- Inclusive Communication

#### Planning & Organising

- Organisational

### Experience & Knowledge

#### Technical Competency

- Working with People
- Challenging Situations

#### Compliance

- Record Keeping
- Boundaries & Risk

#### IT & Digital

- Microsoft Office Applications

## Practical

### Skills

#### Effective Communication

- De-escalation
- Coaching
- Supportive
- Responsive
- Delivering Groups

#### Planning & Organising

- Administration
- Record Keeping

#### IT & Digital

- IT Literate

#### Technical Competency

- Asset Based Community Development

### Experience & Knowledge

#### Compliance

- Safeguarding Level 2
- Health & Safety
- Information Governance
- Data Protection
- Working to Targets

#### Technical Competency

- Recovery Planning
- Interventions
- Harm Reduction
- Industry Knowledge & Experience
- Tenancy Support
- Substance Misuse
- Complex Needs
- Manage Caseloads
- Trauma Informed Approaches

#### Collaboration

- Partnership
- Working Diversity