

## **Job Description and Person Specification**

<b>Job title</b>	Housing Support Worker
<b>Project base</b>	Hertfordshire
<b>Hours &amp; salary</b>	37.5 hours per week £25,518 - £29,207 per annum
<b>Accountable to</b>	Housing Team Leader

## **About Emerging Futures CIC**

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

## **About the role**

As a Housing Support Worker, you will support people with a history of substance and/or alcohol issues (whether abstinent or working towards it), who are living in supported housing projects.

You will assist with the daily running of the project and coordinate all aspects of the residents' care, including referrals, move-in plans, assessments and case notes.

You will work closely with colleagues and partner agencies to provide a range of interventions to support recovery and help people achieve independent living in the community. These will include psychological interventions to support residents to improve their wellbeing and participate in meaningful activities in the community as an alternative to substance and alcohol use.

You will help residents access mutual aid support in the community and get involved in activities that will support their recovery.

You will be required to work flexibly from different sites and be willing to work some evenings and weekends.

## **Principal duties and responsibilities**

### **Supporting those around you**

You will provide coaching, wellbeing support and training to volunteers to ensure they have the right skills and support to deliver services safely and efficiently, allowing them to grow within the role and achieve their goals.

### **Service delivery and performance**

You will ensure residents are safe and engaged in positive and meaningful activities that will help them move forward in their lives. This might include delivering group work, individual one-to-one support and setting recovery goals.

You will ensure residents understand their tenancy agreement, their rights and obligations and report any breaches to management. You will provide practical help and advice to support tenants to keep their tenancies and avoid eviction.

You will encourage individuals to develop practical skills such as shopping, cooking, housework, laundry personal health and hygiene and accompany residents on shopping trips, to appointments or days out.

You will organise residents' meetings and encourage their active participation in decision-making.

You will work in partnership with mutual aid organisations to help signpost people to community support and resources that are available to those in recovery, such as education, sport, wellbeing and volunteer opportunities.

You will ensure that client records are efficiently, accurately, and professionally recorded and maintained in our data management systems, using appropriate language and terminology.

### **Finance**

You will liaise with colleagues from the Local Authority Housing Benefit department to ensure claims are submitted and processed efficiently and effectively.

You will collect and record rent and other incomes received by tenants.

You will complete financial planning with residents including rent collection and monitoring non-payment of rent and provide advice and guidance around budgeting and money management.

## **Community engagement**

You will help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

You will work with local communities, families, employers, training organisations, recovery communities, advocacy, mutual aid and other organisations to develop local recovery networks.

You will take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.

## **Health, safety, and risk management**

You will support the service manager to implement risk and quality assurance procedures.

You will monitor health and safety issues and manage the smooth running of the house in respect of heating, cleaning and furniture. You will work with contractors to arrange and manage repairs to maintain the quality of the environment.

You will be responsible for managing room turnovers and ensuring rooms are cleaned in preparation for new tenants.

You will ensure the safety of all staff, tenants and service users and maintain awareness of risks and changes in the working environment. You will contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

You will comply with and adhere to serious untoward incident, accident and safeguarding reporting in line with policy and procedures.

You will deal with issues and complaints raised by complying with EF's complaints processes.

## **Generic duties and responsibilities**

### **Confidentiality**

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do 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. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

### **Privacy and 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. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

## Health and safety

EF 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 & Safety legislation and policies relating to Health & Safety and Risk Management

## Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

## Skills and experience

Essential	Desirable
<p>Experience of working with people with complex needs including challenging or negative behaviour, substance misuse and/or criminal offending backgrounds and supporting them to make changes to their lives.</p> <p>Experience or an understanding of supporting people to develop their personal strengths and sustain their tenancy within a 'supported housing' environment.</p> <p>An understanding of the harmful effects associated with drug and alcohol misuse and offending in relation to health, social welfare, housing, employability and personal relationships.</p> <p>Experience of developing partnerships and working collaboratively with other organisations.</p>	<p>Coaching/counselling/health and social care qualification.</p> <p>Specialist harm reduction experience.</p> <p>Full, clean UK driving licence.</p>