

Job Description and Person Specification

Job title	Senior Housing Support Worker
Project base	Macclesfield & Congleton, Cheshire East
Hours & salary	37.5 hours per week £29,444 - £31,272 per annum
Accountable to	Housing Team Leader

About Emerging Futures CIC

Emerging Futures began in 2014, born from a belief that recovery is possible for everyone, and that those who have walked that path should lead the way forward.

From modest beginnings, Emerging Futures expanded across the UK, to a growing and diverse team of staff and volunteers, many with lived experience themselves. Offering support to people affected by homelessness and drug and alcohol use, Emerging Futures has helped thousands through housing, coaching and therapeutic programmes.

Using compassion and courage, Emerging Futures believes that recovery is not just a word, it's a promise that anything is possible. Together, we're working for a world where everyone has somewhere to live, something to do, and someone to love.

About the role

As a Senior Housing Support Worker, you will provide housing and recovery support to people with a history of substance and/or alcohol issues, criminality and often challenging and negative behaviours and experience of failed accommodation placements.

You will provide information, training, emotional and practical support to help people move into suitable accommodation and live as fully and independently as possible.

You will use a blend of Housing First and harm reduction techniques to assess need, prepare tenancy support plans and support people to achieve their individual goals.

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

You will also take a senior role in supporting and leading the staff team and covering for our Housing Team Leader in sickness or absence.

Given Emerging Futures operate a dispersed housing model you will be expected to travel to different sites around Macclesfield and Congleton every day. You must also be willing to work some evenings and weekends.

Principal duties and responsibilities

Supporting those around you

You will support the recruitment, induction and training of staff and professional volunteers. This includes providing coaching, training, supervision and wellbeing support to ensure staff and volunteers have the right skills and support to deliver services safely and efficiently.

You will support the housing team leader to manage and supervise the team and ensure there are clear lines of accountability and responsibility across the team.

You will act for the housing team leader when they are absent or on annual leave.

Service delivery & 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 organise residents' meetings and encourage their active participation in decision-making.

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 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 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 also escort residents on shopping trips, appointments or days out.

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

You will complete audits with the support of the manager to report on progress and performance.

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, furniture.

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 & 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 & 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 & 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 providing a range of evidence-based 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 or an understanding of providing interventions that support individuals to develop their personal strengths within a 'supported housing' environment.</p> <p>Experience of supporting individuals to initiate and maintain long-term recovery and sustain a tenancy in the community.</p> <p>Experience of developing partnerships and working collaboratively with other organisations and individuals.</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> <p>Full, clean UK driving licence.</p>