EMERGINGFUTURES

Job Description and Person Specification

Job title	Housing Support Worker
Project base	Birmingham
Hours & salary	37.5 hours per week £25,687 - £29,444 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 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.

Part of the role also focusses on health and safety, risk management, housing compliance, and maintaining safe, clean, and well-managed homes for our residents.

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 participate in an evening and weekend rota to meet service requirements.

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 & 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 & 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
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. Experience or an understanding of supporting people to develop their personal strengths and sustain their tenancy within a 'supported housing' environment. 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. Experience of developing partnerships and working collaboratively with other organisations.	Coaching/counselling/health and social care qualification. Specialist harm reduction experience. Full, clean UK driving licence.