

ROLE **PROFILE**

JOB TITLE: Housing First Support Worker

REPORTING TO: Rapid Response Pathway Manager

TEAM: Housing Managed Contract (forfutures)

JOB OVERVIEW

This is a newly funded role to provide flexible, open ended packages of support, advice and assistance to people who have been living on the streets so that they can access and maintain an independent tenancy in line with a Housing First approach. In delivering this role you will join the Team operating the Rapid Rehousing Pathway across the borough. This role potentially requires regular travel across the borough.

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

- Working closely with colleagues providing outreach and Rapid Rehousing Pathway support, actively manage a small caseload of customers who are identified for Housing First as the solution to their homelessness
- Work one to one with the customer, establishing an open and trusted relationship and remaining as their single point of contact and support so that they access and maintain a safe, secure home of their own
- Provide flexible, open ended support to Housing First customers to support them in their recovery including as appropriate; finding employment, undertaking training, cultivating positive social circles and developing the necessary skills to maintain accommodation and independence avoiding a return to the streets

- Using psychologically informed techniques, offer personalised, creative, innovative and effective support building trust with customers
- Build relationships with landlords offering the Housing First option to the customer, ensuring all aspects of the tenancy are supported to be maintained
- Access personalised budgets to assist the achievement of outcomes for Housing First customers
- Help to build Housing First customers' confidence, resilience, personal worth, motivation, and emotional well-being.
- Work in an inclusive way, empowering Housing First customers to achieve their independence
- Ensure all paperwork is completed and all systems are updated with accurate information and in line with general data protection regulation.
- To use risk assessments to understand and manage risk and to undertake risk assessments and create plans with the customer as related to change plans, ensuring the quality of plans, with an emphasis on assessment of needs and achieving positive outcomes.
- In collaboration with the Customer Engagement Officer and other colleagues, encourage and facilitate customer involvement, ensuring that the customer voice influences service delivery and standards
- To work within the safeguarding protocols and case management procedures of the organisation

Service Excellence

- Contribute to statistical data being produced, maintained, analysed, interpreted and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To fully participate in systems of quality assurance, performance indicators and outcomes.

Partnerships:

- Pro-actively work with partners, agencies, housing providers, Local Authorities, community groups and charities ensuring positive working relationships and to specifically agree joint working to address customers' support needs
- Attend relevant forums such as, Problem Solving Group (PSG), Adults with Multiple Needs (AMN), etc to proactively represent and advocate for Housing First customers to maintain their tenancy and address their wider support needs
- Co-ordinate support services and work with stakeholders, using innovative interventions to achieve outcomes with the full engagement and partnership of local agencies

- Engage with local communities to build a strong network to identify, engage and support customers with a focus on outcomes.

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.

PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • NVQ Level 2/3 in Social Care or equivalent (desirable) • Coaching qualification (desirable) • Current safeguarding practice • Homelessness legislation and practice • Driving licence and access to a vehicle (desirable) 	AF/QC AF/QC AF/I AF/I AF/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Knowledge of the principles and practices of training design and associated delivery methods, preferably at least to CIEH or PTLLS Level 3 or equivalent - desirable 	AF/I/QC AF/I

YOU'RE THE DIFFERENCE



	<ul style="list-style-type: none">• An understanding of the support needs and the issues facing our customers• Reasonable knowledge of the benefit/welfare systems	AF/I
Skills and abilities	<ul style="list-style-type: none">• Coaching/Training• Change management• Excellent Communication – verbal and written• Positive relationships• Solution focussed	AF/I AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none">• Flexible• Resilient• Innovative	AF/I AF/I AF/I

In partnership with



Cheshire West
and Chester

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