



ROLE **PROFILE**

JOB TITLE: Wraparound Support Worker

REPORTING TO: Homelessness Prevention Manager

TEAM: Prevention Services

JOB OVERVIEW

As part of the for futures homeless prevention service you will work closely with colleagues in Housing Options to provide wrap-around support to single homeless households in hotel accommodation. You will have a person-centred approach to help customers achieve positive outcomes through regular support planning, delivery, and review.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

The homeless support service is delivered by forfutures is an extension to ForHousing contract with Cheshire West and Chester Council. Futures work closely with the council to deliver their extended duties under the Homeless Reduction Act 2017.



MAKE A DIFFERENCE



Working closely with Cheshire West and Chester Housing Options team you'll work to positively to impact the lives of customers who are homeless and are currently placed in emergency accommodation.

- Supporting homeless customers who are staying in hotels.
- Visiting customers in hotels across the borough and out of area.
- Completing assessments and support plans.
- Helping customers understand the Hotel Occupancy Agreement.
- Supporting customers through face-to-face advice and guidance on their journey from hotel accommodation into supported, social or private rented housing in the community.
- Supporting customers with West Cheshire Homes (WCH) applications by helping provide ID, landlord references, income details etc.
- Supporting customers to contribute to their hotel costs to maintain their hotel placement.
- Assisting customers to maintain their self-care, personal safety, and physical and mental health needs, by providing relevant information, advice, and guidance.
- Working with customers to identify support needs which can be met by other agencies and make referrals.
- Supporting customers to complete tasks that help them to manage their lives better or prevent issues of anti-social behaviour, such as budgeting, finding work, nutrition, health care, life skills and applying for welfare benefits as necessary.
- Helping to build customer's confidence, personal worth, motivation, emotional well-being, and a positive work ethic.
- Encouraging customers to improve their life skills through engagement in activities and other opportunities.
- Accompany customers to interviews and appointments where necessary.
- Working within the safeguarding protocols by responding to issues relating to safeguarding children and vulnerable adults.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day



- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any 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:

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. • Safeguarding. 	AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> • Experience of working with homeless people (Desirable). • Experience of working with people with a range of support needs (Desirable) • Housing related experience (Desirable). • A good knowledge of statutory and community services across Cheshire West and Chester. • ICT Working knowledge 	AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> • Ability to engage with people who are homeless. • Ability to work in challenging situations. • Ability work in partnership with other agencies. • High level of oral and written skills • To have a strong customer focus. • Good ability to work under own initiative. • Ability to work with a multi-functional team. • Forward thinking and flexible approach to the role. 	AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I AF/I



MAKE A DIFFERENCE



Other	<ul style="list-style-type: none">• Holds a valid driving licence and has a car available for work (desirable)	AF/I
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MAKE AN IMPACT



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