



## JOB DESCRIPTION

**Job Title: Housing Support Worker**

**Salary Scale: Point 22 £28,230**

**Reports to: Supported Housing Manager**

### **Main Purpose of the Job:**

Support tenants to:

- Establish and maintain their tenancies to prevent recurring homelessness.
- Address their identified and changing support needs.
- Develop a range of skills so that they can move to independent living.
- Identify and take steps towards achieving their personal goals.

### **Main Responsibilities/Accountabilities:**

#### **Support Work**

- Using the Outcomes Star, work with tenants to identify individual support needs, devise and implement support plans and review at regular intervals.
- Develop and sustain positive working relationships with tenants, using a range of interventions to support them with practical and emotional issues, and challenging their behaviour when necessary.
- Support tenants to set up and manage their home and tenancy effectively and develop skills to do this independently. E.g. budgeting, paying bills, planning meals.
- Support tenants to access volunteering, training and employment opportunities and to participate in the community.
- Work alongside the Assessments and Allocations Co-ordinator to review applications, conduct housing and need assessment interview and make recommendations about housing offers.
- Provide assistance to the Rents and Tenancies Worker to set up rent and arrears payment arrangements and to investigate and resolve incidents and breaches of tenancy.

- Assist tenants to claim appropriate welfare benefits and maximise income
- Monitor the condition of tenant's accommodation and report any repairs or damage to the Property Management Team.
- Assist tenants to move out of their Latch properties and on to independent living at an appropriate time.
- Work in partnership with other organisations, including making referrals, providing information about local services, supporting tenants to access services and attending multidisciplinary meetings.
- Arrange and promote social events and activities for Latch tenants.
- Follow procedures in reporting and following up safeguarding issues and incidents.
- Carry out risk assessments to ensure issues of risk or harm are identified and responded to.
- Keep clear and accurate records and maintain confidentiality.
- Undertake personal administrative duties such as data entry, photocopying and filing.

### **Staff and Team Working**

- Work as part of a team, supporting colleagues and participating in team meetings.
- Actively contribute to service development and improvement, updating knowledge and developing new skills as required.
- Keep up to date with issues relevant to housing & support, welfare benefits and other relevant legislation.
- Promote Latch services by attending events and providing information to other agencies and the public.
- Contribute to the achievement of the Supported Housing Service Outcomes and Key Performance Indicators.
- Work within Latch's policies and procedures.

### **Organisational/Strategic Responsibilities:**

- Preparation and delivery of monthly reports and key performance indicators to the Supported Housing Manager.

- Take an active part in the strategic planning process, contributing to the delivery of strategic plans and organisational objectives.
- Contributing to robust and effective paths of information/communication/dissemination throughout the organisation.
- Commitment to the principles of equal opportunity and diversity and to ensuring that the culture, philosophy and processes are free from bias and discrimination.

### **Principal Health and Safety Responsibilities:**

- Compliance with the Health and Safety at Work Act, with specific responsibility for the health safety and welfare of all personnel within their control including themselves and for ensuring the overall safe and compliant planning, implementation and monitoring of all activities.
- Reports all accidents and/or incidents and near misses in accordance with the Organisation's procedures

### **Environmental Responsibilities:**

- Ensures that environmental issues are considered at all stages of a project/contract from planning through to completion and that appropriate measures are implemented to minimise environmental impacts.

### **Essential Experience and Specialist Knowledge:**

- A minimum of 3 years experience as a support worker
- Ability to develop support plans, establish systems of work, maintain detailed records and maintain confidential files
- Knowledge and experience of establishing and maintaining support relationships, and using a range of interventions to support people with practical and emotional issues.
- Motivational interviewing skills
- Knowledge and understanding of a range of support needs and homelessness related issues.

### **Education and Training:**

- NVQ level 3 Support/Care Worker, (or relevant experience)
- IT Literate – ITQ Qualification or ECDL, (or relevant experience)

### **Other**

- Full driving licence and access to your own vehicle for work use

## **Scope of Responsibilities**

### **Decision Making**

- The post holder would be expected to exercise judgement and initiative to make frequent recommendations or decisions on more complex matters within established support work policy and procedure.

### **Responsibility for Human Resources**

- Provides support and assistance to the support team
- Responsible for volunteers/trainees on occasions

### **Freedom to Act**

- Expected results are defined but the post holder decides how they are best achieved, needs little day to day management and controls own work.

### **Level of Internal Contacts**

- All internal departments, management committee and Latch CEO

### **Level of External Contacts**

- Partner organisations to give and receive information on contracts, agencies to handle issues, gain support and advice for service users as relevant.

### **Consequence/Significance of Error**

- Serious in terms of disruption internally and to service users, may occasionally impinge on external organisations.

### **Financial Responsibilities**

- Limited.