



JOB DESCRIPTION

Post: Housing Support Worker

Responsible to: Supported Housing Manager

Line Management Responsibility: None

Hours per week: 36 hours per week (6 MONTHS FIXED TERM OCTOBER 2018-MARCH 2019)

Salary Scale: NJC Point 22 – 25 (£20,661 - £22,658) pro rata

Overall purpose of the job

To assist guests/residents of Jimmy's Cambridge to achieve a level of independence in housing that they would not normally achieve on their own.

To assist guests/residents obtain the best service available by means of advocacy and "standing alongside them".

Working hours

The core hours for this post are 36 hours/week, 5 days/week. However, the post holder may on occasions be required to work some hours flexibly, to provide relevant support to guests/residents as and when required.

Main duties

- To provide housing-related support to ex-guests (subsequently referred to as residents) of the assessment centre, in either Jimmy's' own supported properties, or tenancies that those ex-guests/residents may subsequently secure. The primary purpose of this support shall be to ensure those ex-guests are able to maintain and retain their accommodation and move on to next stage independence.
- To provide support to residents in court, at dentists, at doctors, at hospitals, with benefits, with letter writing, with shopping, with housekeeping/cleaning, with life skills, with minor household maintenance and with management of their finances (this list is not exhaustive).
- In consultation with residents, to prepare an individual support plan and risk assessment, and to assume responsibility, where appropriate, for the reporting of these plans and assessments to relevant stakeholders.
- Work with other relevant agencies to support the needs, both present and future, of residents.
- To participate in the selection of suitable residents
- To support residents to maximise their income, including the receipt of all welfare benefits to which they are entitled.

- To support residents in managing budgets to reduce overall debt, where applicable.
- To support residents towards participation in paid work, training and/or education.
- To support residents to participate in leisure, cultural, faith and/or informal learning activities
- To support clients to establish contact with appropriate external agencies/groups - for advice and information - friends, and family.
- To support residents to better manage their physical and mental health and, where applicable, substance misuse issues.
- To support residents to comply with statutory orders and related processes in relation to offending behaviour.
- To support clients to better manage self-harm, to avoid causing harm to others, to minimise their risk of harm from others, and to follow safeguarding reporting procedures in cases of suspected abuse.
- To support residents to develop confidence and the ability to have greater choice and/or control and/or involvement at service level, or within the wider community.
- To support residents to register on Home-link and support the bidding process toward attaining next stage accommodation.
- To support residents in securing suitable furnishings and appliances when moving on to their own tenancy
- In conjunction with the maintenance worker undertake responsibility for minor maintenance items at the properties

GENERAL REQUIREMENTS FOR ALL STAFF

- Attend to administrative duties related to the post including keeping guest/resident records up to date on Charity Log
- Other duties as reasonably required, as Jimmy's develops and/or the role requirements change
- Take responsibility for personal training and development, and attend appropriate supervision & training sessions.
- At all times have a strong awareness and understanding of Jimmy's policies, including: health & safety, equal opportunities, diversity & inclusion, safeguarding, data processing and volunteering.
- Communication and liaison with staff, volunteers and external agencies and funders as required

This job description is a general outline of the duties and responsibilities of the post holder and may be amended by Jimmy's Cambridge as the service develops and the expectations of the role change. The post holder may be required to undertake other duties as may reasonably be required from time to time.

Person Specification

- Clean and valid UK driving licence
- A commitment to maintain the core values of Jimmy's
- Interpersonal skills
- General life skills, together with the ability to convey them to others
- Trustworthy, honest, and reliable
- An understanding of homelessness
- An understanding of the reasons for and causes of drug and alcohol misuse
- Relationship builder
- Non-confrontational
- Non-judgmental
- Sympathetic and caring, yet forthright and assertive
- Flexible in decision making
- Interviewing/counselling skills
- Organisational skills
- Time management
- Knowledge of statutory organisations
- Experience of working with single homeless, or those whose tenancies are at risk.
- An ability to motivate and support our client group
- An ability to work unsupervised
- An understanding of and ability to maintain professional boundaries
- An ability to identify and network with external services and agencies

Jimmy's Core Values

There are seven core values that all employees should be able to demonstrate.

1. **Confidentiality:** we always strive to maintain the confidentiality and privacy of guests, volunteers, employees and supporters, both within and outside of Jimmy's. The only exceptions to this are where it is beneficial to guest support, as required by Safeguarding as required in law. Where possible guest/resident consent should be obtained.
2. **Honesty:** we will uphold the principles of honesty and integrity in all of our dealings and actions, both internally and externally.
3. **Inclusion:** we demonstrate equal opportunities for all staff, guests/residents and volunteers. We value and encourage diversity for all.
4. **Professionalism:** we are professional in all we do, upholding our policies whilst exercising social responsibility towards everyone affected by Jimmy's.
5. **Passion:** we are passionate about our work and aim for the best outcomes for our guests. Through our passion we will educate and influence all those who come into contact – both directly and indirectly – with Jimmy's.
6. **Empathy:** we are able to understand issues, situations and feelings that may affect our guests and others coming into contact with Jimmy's, and will act appropriately.
7. **Respect:** we are respectful in all of our words and actions, at all times preserving the dignity and rights of everyone we work with, and the work of partner agencies.