

Job Description: Housing Support Worker

Job title:	Housing Support Worker
Reports to:	Senior - Housing Support
Hours:	Full time 36 hours per week
Contract:	Permanent
Salary:	£24,012 - £25,481 per annum dependent on experience
Leave:	25 days per annum plus bank holidays
Pension:	5% employer contribution

About Jimmy's Cambridge

Jimmy's Cambridge is one of Cambridge's leading providers of support and accommodation to people who are and have been experiencing homelessness. We help people get off the streets and into their own home, backed up with all the support we can offer from our talented and committed team of staff, volunteers and partners.

Purpose of the Role

The role of the Housing Support Worker, working in an outreach capacity, is to enable residents of Jimmy's Cambridge to achieve a level of independence in housing that they would not normally achieve on their own.

The Housing Support Worker will build meaningful, professional relationships with residents, by listening, advocating, enabling, and empowering, including helping to access support from other services to meet the needs of each resident. Tailored support plans will back up a person-centred, empathetic, and motivating approach, to help residents achieve their goals.

The role will also work closely with peers to help them support their residents, and to cover in periods of absence.

Main Duties and Responsibilities

- Provide an outreach face-to-face, housing-related support to residents, or to former residents of Jimmy's. The primary purpose of this support shall be to ensure people are able to maintain and retain their accommodation, and then where appropriate, move on to longer term accommodation.
- Provide support to residents at external settings, for example, court, dentist, doctor, at hospital, or other external appointments.

- Provide support with state benefits, email/letter writing, shopping, with housekeeping/cleaning, budget/money management, and with general life skills, which enable each person to maintain their own home now and in the future.
- Jointly with each resident, prepare an individual support plan and risk assessment, and to assume responsibility, where appropriate, for the reporting of these plans and assessments to the Head of Services or delegated manager, or relevant stakeholders.
- Work with other relevant agencies to support the needs, both present and future, of each resident.
- With colleagues, help with the allocation of appropriate referrals to Jimmy's housing.
- Provide support to residents in the following ways, subject to each person's individual needs: -
 - maximise their income, including the receipt of all welfare benefits to which they are entitled, and to budget, and reduce debt (where applicable)
 - towards education, training, volunteering, and paid work, as appropriate for each resident.
 - participate in leisure, cultural, faith and/or informal learning activities
 - establish contact with appropriate external agencies/groups, friends, and family.
 - better manage their physical and mental health and, where applicable, substance misuse issues.
 - comply with statutory orders and related processes in relation to offending behaviour.
 - better manage self-harm, to avoid causing harm to others, to minimise their risk of harm from others
 - develop confidence and the ability to have greater choice and/or control and/or involvement at service level, or within the wider community
 - register on Home-link and support the bidding process toward attaining next stage accommodation.
 - securing suitable furnishings and appliances when moving on to their own tenancy
- Make appropriate referrals to other services, in conjunction with the resident
- As part of the team, build relationships with other services, and ensure have a full understanding of what each service offers.
- Comply with all Jimmy's policies and procedures.
- Raise all safeguarding issues with the Head of Services and raise to the appropriate authorities as required.

- In conjunction with the Facilities and Maintenance Manager, ensure our homes are all kept up to the required standard
- Attend to administrative duties related to the post including keeping resident records completely up to date on Charity Log, or any other database as directed by the Head of Services
- 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 and procedures.

This list of responsibilities is neither exclusive nor exhaustive as the post holder may be required to undertake other duties and responsibilities commensurate with the nature of this role.

Working hours

The working hours for this post are 36 hours per week, working 5 days out of 7 days. The post-holder will primarily work standard office hours Monday to Friday, however, be expected to work at other times subject to the needs of the service.

The role may also be given the opportunity to be 'on-call' out of hours (which comes with an additional payment), subject to experience.

Person Specification

Essential

- Experience of working with people who have complex needs, or who have been homeless, ideally in an outreach capacity, to achieve their goals.
- Able to work on an outreach basis, with a positive enthusiasm and willingness to travel around the City to meet with residents, support residents to appointments etc.
- A commitment to uphold the core values of Jimmy's
- General life skills and the ability to convey them to others
- Trustworthy, honest, and reliable
- An understanding of the causes and impact of homelessness on people
- Evidence of adopting a non-confrontational and non-judgemental approach

- Willingness to learn and adopt current best practise in support our residents
- Flexible approach, focused on meeting the needs of each resident
- Demonstrable experience of how to communicate effectively with residents who have complex needs
- Able to organisation own time and prioritise own workload
- Ability to motivate and support people to achieve their goals
- Understanding of and ability to maintain professional boundaries
- Able to build relationships with internal staff, and external agencies
- Clean and valid UK driving licence, or evidence of how will travel efficiently between different sites
- Understanding of homelessness and contributing factors
- Knowledge of benefits & welfare system

Jimmy's Core Values

- Confidentiality
- Honesty
- Inclusion
- Professionalism
- Passion for the work we do
- Empathy
- Respect