**Job Description**

**Job Title:** Housing Support Worker (Practitioner Grade)

**Responsible To:** Housing Deputy Manager/Housing Services Manager

**Direct Reports**: None

**Based:** Kings Court Bristol

**Salary:** £29,181

**Role Purpose**

The role of the Housing Support Worker is to provide high quality, trauma informed accommodation and housing related support to people eligible for Ara’s Housing Service in Bristol. To build strong relationships with people ensuring that all housing related needs are met, assisting with appropriate move on accommodation and encouraging engagement with treatment services. The role focuses on delivering recovery outcomes, sustained tenancies and building positive futures.

The Housing Support Worker will work as part of the Housing Team in the development, implementation and evaluation of Ara’s Housing Services.

**Key responsibilities/accountabilities**

The Ara Housing Support Worker is responsible for adhering to all organisational and service policies and procedures, performing at their best, and providing high quality support services to people at all stages of Ara’s services.

They must ensure clients receive the highest quality services that meet their individual needs, managing risk and focusing on building recovery capital and positive outcomes.

The post holder will be responsible for contributing towards the strategic aims of Housing strategy and the Ara annual business plan.

They will ensure that quality is built in to every aspect of Ara services and be pro-active and forward thinking. They will ensure that the requirements of commissioning bodies are exceeded, and that Ara is considered a thought leader in the field of housing support.

**Specific duties**

Admissions

* Meeting potential service users to discuss eligibility criteria and mutual expectations
* Undertake admissions, ensuring people understand their licence/tenancy agreement, explaining health and safety information, completing benefit claims and other admissions processes

Develop & Implement Housing Support Plans

* Develop housing support plans that meet the identified needs of the Service User for the complete recovery journey.
* Ensure estates management requirements and quality improvement plans are delivered to the highest possible standard
* Ensure people have the resources to access services to meet their needs.
* Stay aware of current services, organisations and community resources that meet Service User needs.
* Have regular liaison with services available for people.
* Identify outcomes in the housing support plan that build:
  + Personal capital - working with individuals to recognise their strengths and build upon them through training, volunteering and education.
  + Cultural capital - supporting people to build family relationships and with effective parenting, developing support networks through involvement in community activities, reducing crime and reoffending.
  + Physical capital - cooking skills, maximising income, employment.
  + Human capital - working with people to address physical, mental health needs and prevention of blood borne viruses.
  + Freedom from dependence on substances by ensuring people access appropriate treatment programmes.

Review Housing Support Needs

* Undertake regular reviews in line with organisation policies and procedures.
* Identify met needs and unmet needs and adjust housing support plans as appropriate.
* Identify next steps and move on for people, recording these steps and developing implementation plans and identifying resources to enable people to complete their recovery journey.
* Ensuring contingency plans and actions are in place to meet changes in circumstances and Service User needs.
* Reviewing outcomes and progress and recording changes.

Offer practical support when people move on

* Link in people with Peer Mentors to enable and support them to access and attend appointments.
* Use techniques, relevant to the individual Service User, to ensure that they build and maintain motivation to complete their recovery journey.
* Support people to meet the requirements of their licence/tenancy agreements including:
  + Maintaining the standard of their accommodation
  + Keeping on top of rent/service charge payments
  + Developing positive relationships within the house
* Support people to develop life skills through the delivery of workshops and activities.

Risk Management

* Develop risk management plans and share information as appropriate in the best interest of the Service User, other people and the organisation eg on Theseus and other platforms
* Undertake safeguarding actions to protect young people and adults at risk as appropriate, share information internally and externally as appropriate.
* Regularly review risk plans and amend plans as appropriate when circumstances change.
* Comply with organisation’s substance misuse testing policies and procedures.

Other Activities

* Undertake administration tasks as required to maintain records, organisational outcomes and any other reporting required.
* Participate in on-call rota, assessing and acting upon immediate risk of danger to people and property.
* Develop your own knowledge and practice by undertaking training, supervision and team meetings.
* Estates management activities as required.
* Observe the organisation’s health and safety at work policy.
* Observe all organisation’s HR policies, including, but not limited to equal opportunities, confidentiality, data protection, inclusion and diversity policies.
* Participate in the out of hours rota to meet the needs of the service.
* Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed.

**Skills, Experience & Knowledge**

* Similar Support Worker experience
* Excellent interpersonal, oral and written communication skills
* Good knowledge of health and safety, safeguarding and data protection policies
* Good organisational and time management skills
* Knowledge of MS Office Suite (Word, Excel) and other commonly used office packages
* The ability to manage own workload
* A problem-solving approach
* Full UK drivers licence and use of a car or other forms of transport

**Personal qualities**

* Friendly, approachable, helpful, patient and passionate about supporting people
* Demonstrates trust, openness and respect in dealings with people, treating everyone with compassion and kindness promoting equality and diversity
* A good communicator who listens, is able to express themselves clearly and encourage people to strive for a healthier life
* A positive individual with a ‘can do’, results driven approach and attitude
* The ability to prioritise tasks and work under pressure
* Flexible and adaptable to changing workloads
* Embodies the Ara values of being aspiring, brave, competent and determined