

## Job Description

<b>Job Title:</b>	Housing Support Specialist
<b>Responsible to:</b>	Specialist Housing Support Manager
<b>Location:</b>	Kings Court, Bristol
<b>Salary:</b>	£30,348
<b>Contract:</b>	Temporary – Full time

### Role Purpose

The role of the Housing Support Specialist is to support clients who are currently engaged with drug and alcohol services to provide specialist housing support. The worker will assess clients and work to prevent homelessness occurring or support clients to access safe and secure accommodation. The Housing Support Specialist will co-produce support plans with clients to address their housing needs and will be committed to trauma-informed, strengths-based and person-centred approaches.

### Specific Duties

- Supporting clients to sustain accommodation and prevent homelessness by providing tailored 1-1 support sessions, person-centered support plans and ~~trauma-informed~~trauma-informed working<sub>\_-</sub>
- Advocate on behalf of Ara clients, ensuring the highest quality interventions for them with partners<sub>\_-</sub>
- Build and maintain relationships with partner organisations relevant to the role and in line with service business plans<sub>\_-</sub>
- Provide a housing drop<sub>\_-</sub>in to assist clients with their ~~housing-related~~housing-related support needs.
- Work with relevant services to develop a robust referral and assessment process for clients with a housing support need.
- Engage with landlords and potential excluders to prevent homelessness and/or arrange for potential move on options<sub>\_-</sub>
- Work closely with colleagues within the Specialist Housing Support Service to ensure the offering is relevant, up-to-date, and reflects the needs of lived experience.
- Promote Ara's Specialist Housing Support Service with external stakeholders as required.
- Develop ~~own~~your own knowledge and practice by: (1) undertaking training as required and agreed with your line manager; (2) meeting regularly with your line manager for supervision and support; (3) participating in staff and team meetings throughout Ara as required.
- Maintain accurate records and provide statistical information on levels and types of client engagement, to assist delivery and evaluation of the Specialist Housing Support Service and allow informed decision making about future initiatives.

### Other Activities

- In consultation with the Specialist Housing Support Manager, fully adhere to all aspects of Ara's safeguarding policies in relation to all advice, support, interventions and services.
- To present as an appropriate role model to Ara volunteers & clients, and to maintain professional boundaries in the workplace at all times.
- Represent Ara in a way that is consistent with our philosophy, and always work within Ara's agreed policies and procedures.
- Observe at all times Ara's Equal Opportunities, Confidentiality, Data Protection, Health & Safety, Inclusion and Diversity Policies.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required from time to time.

### Skills, Experience and Knowledge

- Experience of developing relationships with external stakeholders.
- Experience of multi-disciplinary and inter-agency liaison.
- Good understanding of current provision in housing/homelessness and treatment services.
- Ability to work effectively in a team.
- Ability to input to commissioner-owned and other IT systems as required.
- Excellent organisation and time management skills, with the ability to work under pressure.
- Flexible and adaptable to changing workloads.
- Excellent communication skills, clear written style, concise report writing and a methodical approach to work.
- High level of literacy and numeracy.
- Good knowledge of health and safety, safeguarding, equal opportunities and data protection policies.
- Good IT literacy, including Excel knowledge, and an appreciation of the contribution data makes to clear reporting.
- Professional boundaries in place.

### Personal Qualities

- Confidence to work with autonomy and minimal supervision to deliver tangible results.
- Self-motivated and able to work under pressure.
- 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.
- Open to personal and professional development.
- A good communicator who listens, is able to express themselves clearly and encourage Service Users to strive for a healthier life.
- A commitment to Ara's overall aims and objectives with an ability to present Ara in a way that is consistent with its philosophy.
- Embodies the Ara values of being Aspiring, Brave, Competent and Determined.