

## Job Description

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|------------------------|---------------------------------------------------|
| <b>Job Title:</b>      | Housing Support Worker                            |
| <b>Responsible to:</b> | Housing Deputy Managers, Housing Services Manager |
| <b>Location:</b>       | King's Court, Bristol                             |
| <b>Salary:</b>         | £30,348                                           |
| <b>Contract:</b>       | Permanent                                         |

## Role Purpose

The role of the Housing Support Worker is to provide high quality, trauma informed housing related support to people eligible for Ara's Housing Service. The role is 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.

## 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 residents.
- Ensure estates management requirements 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 residents' needs.
- Identify outcomes in the housing support plan that build recovery capital. This will include working with individuals to recognise their strengths and build upon them through training, volunteering and education.

- Working with clients e.g. on supporting people to build family relationships, developing support networks through involvement in community activities, reducing crime and reoffending.
- Other activities such as supporting cooking skills, maximising income, employment working with people to address physical, mental health needs and prevention of blood borne viruses.
- Freedom from dependence on substances by supporting people to access appropriate treatment programmes, albeit with a harm reduction approach.

### **Review Housing Support Needs**

- Identify next steps and move on for people.

### **Risk Management**

- Develop risk management plans and share information as appropriate in the best interest of the Service User, other people and the organisation e.g. 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.
- 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 and 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 (not essential to the post)

## **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