Job Description

Job Title: Housing Support Worker

Responsible to: Housing Deputy Managers, Housing Services Manager

Location: King's Court, Bristol

Salary: £31,562

Contract: permanent

To apply, please email recruitment@recovery4all.co.uk with a CV and covering letter. We will not consider candidates who don't write a covering letter. For more information about Ara, please visit recovery4all.co.uk

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 trusted relationships with people, ensuring that all housing and recovery related needs are met, and assisting with appropriate move on accommodation. The job's focus is 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

- Co-create support plans that address the aspirations of the resident, ensuring they are supported to actively engage with their recovery such that they gain freedom from addiction
- 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.

- Ensure any housing needs they have are addressed promptly and effectively (eg rooms repairs etc)
- Working with clients eg on repairing family relationships, developing support networks through involvement in community activities, reducing crime and reoffending.
- Other activities such as supporting cooking skills, maximising income, finding pathways to employment and working with people to address physical / mental health needs and prevention of blood borne viruses.

Review Housing Support Needs

- Identify next steps and move on for people and support them for the first six weeks after they leave the service

Risk Management

- 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 / weekend working 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.
- Undertake other duties and responsibilities in keeping with the nature of this post as may be required

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 driver's 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