

**Job Description**

**Job Title:**  **Housing Support Worker**

**Salary Grade: Grade 5**

**SCP: 25 - 28**

**Job Family: People Care**

**Job Profile: PC 3**

**Directorate: Children’s Services**

**Job Ref No:**

**Work Environment: Burlington Close, Chester Road and Elwin Terrace**

**Reports to: Senior housing support worker/ Manager – Support to Independence**

**Number of Reports:**

**Purpose:**

To support to young people accessing the Next Steps Service and living at Chester Rd, Burlington Close and Elwin, including providing outreach support to those in trainer flats. To contribute to the development and implementation of the young people's individual pathway plans, including life skills assessment and support.

**Key Responsibilities:**

To liaise with service users, colleagues and other agencies in respect of the tenancies which the service manages and in relation to service user support plans. To communicate/liase with senior housing support worker and Support 2 Independence Manager on a regular basis.

To provide information to young people and colleagues about the scheme and to provide guidance to young people living in the accomodation about their housing rights and responsibilities, benefit claims, life skills or other issues. Ensure recordings are entered on Liquid Logic data base.

Assess the suitability of young people referred to the scheme and work along side Support 2 Independence Manager on identifying who should be best considered for future vacancies.

Identify the housing related support needs of those working with the scheme to enable effective tenancies. Advocate for young people with other agencies e.g. banks, utility companies, Gentoo.

To understand the needs of service users and work with them on both a 1 to 1 basis and as part of the wider Next Steps Team, to achieve the objectives in their Pathway Plan and tenancy ready tool. To work with young people who reside with the service, their family and friends, colleagues and other agencies, to ensure the tenancy is managed effectively.

To encourage, coach and mentor young people to engage in the support offered and learn skills that will assist them with independent living.

To encourage service users to engage in the support offered and learn skills that will assist them with independent living.

Work effectively and build relationships With Gentoo and private landlords to ensure the positive working with landlords, necessary for the scheme.

Lone work, to ensure service objectives are met and provide service cover through the staff rota to ensure service delivery.

To assist the Manager in ensuring all work across the teams is delivered within designated timeframes, such as facilitating staff meetings in the managers absense, doing home visits and recording contacts with young people.

To maintain service standards and delivery whilst dealing with challenging behaviour which can include managing visitors to the building, serving notice on tenants or intervening in disputes between tenants or staff.

Ensure the rota is covered to meet the needs of the service and the building has staff cover at all times. This includes single worker sleep-in cover.

Ensure maintenance of building is kept to a good standard and report and H&S issues to senior staff or manager.

**Additional Information/Other Requirements**

To be able to work flexible hours as required by the post. To work in shifts to ensure the service and building has staff cover at all times. This includes single worker sleep-in cover.

Able to deliver the decorating, cleaning and furnishing tasks required to maintain properties.

Able to meet the travel requirements of the post.

Enhanced CRB clearance required.

Hold or work towards a level 3 diploma working with children and young people

**Statutory requirements:**

In line with the Together for Children’s Statutory Requirements, all employees should:

Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information, and respect the privacy of personal information held by Together for Children Sunderland.

Comply with the principles and requirements of the Freedom in Information Act 2000.

Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.

Use information only for authorised purposes.

The postholder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.

The postholder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation.

Date : March 2019

Author: Sharon Willis/Mark Head



**Person Specification**

**Job Title: Housing Support Worker**

**Role Profile reference: PC3**

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| **Essential Requirements** | |
| **Qualifications:**   * Post holder should have Level 3 Diploma for Residential Child Care (or equivalent), or be willing and able to undertake this qualification. | Application Form Interview |
| **Experience of :**   * Must have experience of working with young people with challenging behaviour. | Application Form Interview |
| **Knowledge and understanding of:**   * Care Planning, Placement and Case Review Regulations and Guidance 2015. ‘Other arrangements’ and ‘ Suitable accommodation’ * The Children Act * Benefit claims | Application Form Interview |
| **Ability to:**   * Able to effectively use a PC to prepare documents, record information or input data. * The ability to work outside of normal working hours to meet the needs of the service. * Work effectively despite changes in colleagues, settings and environment as well as changing working hours and working weekends. * Meet the travel requirements of the post * To share information and obtain information from others through excellent written and verbal communication. | Application form Interview |
| Commitment to Equal opportunities | Interview |

**Author:** Sharon Willis/ Mark Head

**Date:** March 2019