

Hull & East Yorkshire Mind

Job Description

Title of Post:	Housing Support Worker
Based at:	Housing Hostel, Bridlington
Salary:	£19,432-£21,314 per annum dependent on experience
Hours:	37 per week which will generally be between 9.00am and 5.00pm Monday to Thursday and 9.00am and 4.30pm Friday. However, there is a requirement for some evening and weekend shifts (on a rota basis) which would be worked instead of one of your usual days).
Responsible to:	Housing Manager/Senior Housing Support Worker
Accountable to:	Chief Executive Officer

1. Housing

Hull & East Yorkshire Mind Housing Services aim to develop innovative services, responding to unmet needs to support and rehabilitate people with mental health problems. It aims to change negative attitudes towards mental illness and to foster close links with the statutory services in order to enhance the quality of local provision.

The Hull & East Yorkshire Mind Housing Team manages ten housing projects in Hull, Beverley, Bridlington and Hessle. Hull & East Yorkshire Mind provides quality supported accommodation for single people with mental health problems. The accommodation includes short term and long term housing, from houses with shared facilities to self-contained flats.

We offer intensive housing management and support to residents, many of whom move on to successful independent tenancies. We work closely with other agencies to provide a comprehensive package of support, including practical and emotional support.

Our hostel in Bridlington has 10 beds and staff are based on site Monday to Friday 9.00am-5.00pm (4.30pm on a Friday) as well as some evenings/weekends. Hull & East Yorkshire Mind/East Riding Floating Support service is also based at this hostel.

2. Responsibilities of the post

The role of the Housing Support Worker broadly falls into two main areas:

- To work with and support residents to enable them to identify their goals in terms of future housing, employment and independence.
- To maintain appropriate standards of accommodation, with regard to maintenance procedures, record keeping and rent collection.

The Housing Support Worker will support residents in a hostel setting. The hours of work will be divided between working with residents and working from the housing team office base, providing office cover and carrying out administrative tasks, appropriate for the post.

3. Principal duties

To develop a supportive relationship through which residents can identify their goals in terms of future housing, employment and independence, and work with the residents to achieve these where appropriate. To encourage residents to work towards agreed objectives as identified in individual support plans.

The main areas of support offered are as follows:

- Budgeting help and paying bills
- Help with claiming benefits and filling in forms
- Help with practical tasks – encouraging independence with cooking skills, cleaning, shopping, and taking medication.
- Encouraging involvement with local groups, and fulfilling identified goals (e.g. voluntary work or going to college).
- Advocacy and confidence building
- Good neighbour skills and tenancy issues
- Help to access other support services where appropriate

(This is not an exhaustive list)

4. Main Responsibilities

- a. To act as a 'key worker' to clients living in the community. To ensure the well being of residents and their compliance with the rules of their tenancy, taking appropriate action in response to non-compliance. To provide support in accordance with an agreed and negotiated plan of action.
- b. In conjunction with colleagues, to interview and select clients, in accordance with assessment and selection criteria. To report to the Senior Housing Worker any failure to keep to the terms of the assured/assured shorthold tenancy.
- c. To ensure the occupancy of the project is maintained by encouraging suitable referrals.
- d. To ensure that suitable records of the residents are kept in the required manner. To assist with monitoring and evaluation of the project. To assist with regular reviews of residents' progress towards their aims and objectives and to review personal plans where appropriate. This may include report writing, as required.
- e. To attend and participate in housing team meetings
- f. To undertake office duties when appropriate and as required
- g. To be aware of and to implement the organisation's Equal Opportunities and Health and Safety policies at all times.

- h.** To ensure suitable procedures are being followed to safeguard the health and safety of all those who live and work in the project's accommodation, ensuring that fire precautions are in operation and fire equipment is serviced in accordance with local authority standards.
- i.** To ensure the buildings and gardens are properly maintained.
- j.** To ensure the services the project offers are provided to the appropriate standard and the residents are encouraged to be fully involved.
- k.** To keep up to date with legislation affecting residents and ensure that residents are given practical advice relating to their benefits, housing, employment and other problems where appropriate. When necessary or appropriate, to liaise on behalf of the residents with the relevant agencies.
- l.** To ensure all money spent, collected or received is done according to the guidelines set down within HEY Mind policies and procedures. To keep accurate records of all financial transactions.
- m.** To provide or help arrange, where appropriate, follow up support for residents moving on from the accommodation, in accordance with existing procedure.
- n.** To attend internal and external meetings as required, and to promote team awareness, motivation and effective team work, as a member of the Bridington Housing team.

5. General Duties

- a.** To work flexibly according to the needs of the Housing team and the organisation, maintaining and enhancing good working relationships with other staff both within the organisation and other external organisations/agencies.
- b.** To maintain appropriate confidentiality at all times
- c.** To assist in the implementation of Hull & East Yorkshire Mind's Business Plan so that you can be aware of, and work towards, individual, team and organisation objectives and recognise and understand the importance of continual development of the individual team and organisation.
- d.** To adhere to the provisions of and attend any training appertaining to, the Health and Safety at Work Act and to ensure personal safety and the safety of those in contact with our services so far as is reasonably practicable.
- e.** To comply with all Hull & East Yorkshire Mind finance policies and procedures.
- f.** To undergo mandatory training as directed by the organisation and all other relevant training, as identified through personal development reviews, to perform duties competently.
- g.** To actively participate in formal supervision and personal development reviews.
- h.** To be flexible with regards to the duties undertaken and in addition to the normal duties, undertake other duties that are reasonably within your skills and knowledge, but outside of the normal sphere of activity, if this is required.

- i. To perform other duties that reasonably correspond to the general character of the post.
- j. To attend fund-raising or promotional events as appropriate

It should be noted that a NO SMOKING AT WORK POLICY is in operation and employees are required to refrain from smoking during working hours.

The duties and responsibilities of the post will be undertaken in accordance with the Policies, Procedures, Guidelines and practices of Hull & East Yorkshire Mind, which will be reviewed and amended to suit the requirements of the organisation. It is the responsibility of all staff to keep up to date with all the policy documents.

This Job Description is not meant to be exhaustive and the Organisation reserves the right to require the job holder to flexible and perform duties other than those listed according to the changing requirements of the organisation.

This Job Description is subject to review and subsequent revision.

Updated October 2009

AGREED AND SIGNED BY:

Employee

Print name: Signature:

Date:

Manager

Print name: Signature:

Date: