



Job Description

Job Title: Bristol Housing Framework Supported Housing Worker

Responsible to: Service Manager

Responsible for: Day to day client support interventions

About JH Bristol: We transform the daily lives and futures of people who are homeless and socially excluded, through the provision of high-quality housing and support services. Our vision is for a just society where socially excluded people are supported and empowered to build sustainable, independent lives. In everything we do we are creative; we are collaborative; and we value the individual.

About the Service: JH Bristol works in close partnership with Bristol City Council to provide supported housing solutions. The service offers dispersed supported temporary accommodation for single people and childless couples recovering from homelessness

- Currently 10 units (6 x 1-bed self-contained, 2 x 2-bed flats) however this may increase as the project grows
- Low-medium support needs clients (1-3 support hours per week)
- Direct referrals from the council's Homelessness Prevention Team (HPT) – managed through HSR.

Clients: People of any gender, including couples, but without dependent children or a known pregnancy at point of application, who meet Housing Support Register (HSR) criteria:

1. The applicant must be 'vulnerable',
2. The applicant must need 'housing-related support' to assist with their homelessness,
3. The applicant must have recourse to public funds,
4. The applicant must have a clear local connection with Bristol.

Job Role: The Supported Housing Worker is expected to hold day to day responsibility for managing referrals, assessing and supporting clients in a way that allows them to maintain accommodation and make positive changes in their life. You are expected to develop effective and productive relationships with key partner agencies across Bristol and South Glos such as generic support services that facilitate production of multi-agency support planning. As a Supported Housing Worker, you are required to work with the clients to maintain units of accommodation to a high standard of health and safety and work closely with them to establish effective management of personal finances for example, supporting the client to complete benefit claims and budgeting. The Supported Housing Worker is



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responsible for maintaining accurate and timely records of all client interactions and where necessary supporting the Service Manager and Regional manager in reporting to partners and funders.

What to Expect: As the Supported Housing Worker you will be expected to visit all the supported housing properties in the project, as well as travel to attend partnership agency meetings in the local community and within JH Bristol. We support all our staff through one to one supervision with the Service Manager and access to additional group supervision, you will also benefit from a supportive team environment working closely to collaboratively solve problems.

Key Responsibilities

Service Delivery:

- Build positive and effective working relationships and agreements with relevant external agencies
- Progress and track referrals made into the service and outcomes for service users moving on from service via our case management system and the Bristol HSR (housing support register)
- Complete needs assessment/risk assessment for clients leading to the delivery of key elements of support plans which meet individual client need
- Give clients advice, information and provide an enabling service so that they can be signposted to and access appropriate services.
- Co-ordinate and deliver meaningful occupation opportunities for clients.
- Maintain client records that are accurate and fully updated using the JH Bristol client record system and the HSR
- Support analysis of this data, indicating areas of unmet need, and contribute to recommendations for changes in services.
- Utilise private rented move on opportunities to ensure effective service move on pathways.
- Take part in an out of hours on call system (max of 1 week in 4)

Housing Management:

- Ensure all new clients moving into the service understand their rights and responsibilities and the conditions of their licence agreement and have a valid Housing Benefit claim in place.
- Manage the planned and positive move-on of clients through the service, ensuring clients are supported to meet their targets around length of stay.
- Effectively manage rent arrears and voids in line with policy and procedure.
- Pro-actively manage neighbourhood and community relations, responding appropriately to any concerns when they occur.
- Ensure that organisational administrative systems, including Petty Cash and rent/service charge collection are accurately maintained

Health and Safety:



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- Comply with and implement our Health and Safety policies, ensuring all checks take place and are recorded.
- Work within our fire safety policies, taking responsibility for the oversight of fire safety management within the service.
- To proactively manage the safety and security of building(s), ensuring that any maintenance issues are quickly identified and addressed.

Service Delivery:

- Ensure that all clients are provided with a high-quality person-centred service which takes a strength-based and trauma-informed approach.
- Ensure clients views and feedback influence the design and delivery of the service.
- Ensure all clients in the service are aware of their rights and responsibilities.
- Ensure the service meets targets set out in the contract specification, as well as internal KPIs and compliance.
- Produce accurate reports and data as requested and at specified intervals.
- Manage incidents and safeguarding and to ensure action is taken and followed up where required.
- Ensure that administration is done promptly and to a high standard using the electronic case management system; with detailed, concise and accurate records.

Liaison with Outside Agencies:

- Represent JH Bristol on external bodies as appropriate to the remit of this post.
- Work collaboratively taking a multi-agency approach to safeguard clients.
- Develop professional relationships with external partners to enhance service provision and client outcomes.

Service User Involvement

- Support internal and external initiatives which seek to promote Service User involvement and inclusion.
- Support Service Users in contributing to the development of new and existing services.
- Support Service Users to engage in consultation events both within the organisation and in the wider community through e.g. relevant external forums, scheduled service meetings, service user feedback and completed exit questionnaires.

Staff & Volunteers

- Engage team working approaches which deliver high quality services to clients.

Other Duties:

- Act in accordance with the aims of JH Bristol and implement and follow all of our policies and procedures



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- Ensure that financial procedures are maintained at all times in accordance with our procedures.
- Actively contribute to service and organisational meetings and working groups.
- Work flexibly including evening or weekends where required.
- Participate in the on call rota system providing support to clients outside of core working hours.
- Use supervisions and reflective practice opportunities to consider your strengths, weaknesses, thoughts, beliefs and motivations.
- Any other duties within the scope of the post as directed by the Service Manager or other senior staff.



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Qualifications	
Health or Social Care qualification at degree level or equivalent	Desirable
Knowledge & Skills	
Good knowledge and ability to use Microsoft Word, email and basic spread sheets	Essential
Understanding of the causes of offending, homelessness and social exclusion and approaches which seek to address these	Essential
Excellent verbal and written communication skills	Essential
Understanding of Benefits and Housing Benefits system	Desirable
Ability to undertake Needs Assessment and Planning for people with complex social needs which includes taking a lead on multi agency working and partnerships	Essential
Experience	
Previous work with homeless and/or other socially excluded people	Essential
Working as part of a team in a social or health care setting	Essential
Working with people with complex needs and challenging behaviour	Essential
Personal experience of homelessness or social exclusion	Desirable
Previous work in Bristol and knowledge of support services in the local area	Desirable
Values	
Empathy and understanding of the needs of JH Bristol Service Users.	Essential
Commitment to equality of opportunity.	Essential
Other	
Have full driving licence and access to own car	Essential