

# Job description

**Job title:** Support Worker

**Post number:** TBC

**Section:** Housing Options and Solutions

**Band:** D

**Responsible for:** 0

**Responsible to:** Housing Options and Support Team Leader

### Purpose of post:

* Provide customer directed, person centred support to help applicants accommodate in supported accommodation and temporary accommodation to achieve personal goals and aspirations for independent living, training, employment and education
* Actively support applicants to achieve tangible progress in areas such as tenancy management, independent living skills and training/education.
* Development of suitable support plans, identifying customers’ individual support needs and through consultation and agreement with the customer implement the plans to ensure that identified support needs are met.
* Act as a point of contact for other agencies working with the individual. Plan interventions flexibly to meet individual needs.
* Support applicants to settle into their accommodation and become familiar with the local area.
* Work closely with the Housing Options Officer to ensure that applicants are completing their tasks in their Personalised Housing Plans.

Key activities:

* Identify customers’ individual support needs and through consultation and agreement with the customer, devise and implement suitable support plans to ensure that identified support needs are met.
* Encourage and support customers to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.
* To carry out risk assessments and update as and when necessary due to the changing needs and aspirations of customers and service delivery.
* Organise and provide appropriate support for customers preparing to move on to greater independence, including support through the move and resettlement into their new home.
* Contribute to the protection of customers from abuse and support customers when they are distressed.
* Liaise with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as well as family members, as appropriate.
* To develop and maintain excellent communication links with internal teams such as: Council Tax, Health, Housing Benefit and Private Sector Housing and with external partners including the voluntary sector, housing associations, government agencies, landlords and local support services to meet the needs of customers.
* To assist with assessments of support, housing needs, risks and vulnerability for Personalised Housing Plans. Work with the customer and the Housing Options Officer to deliver agreed actions as part of personalised plans to prevent and relieve homelessness, in accordance with the Homelessness Reduction Act 2017.
* To maintain accurate support and housing records and input information on a computerised housing case management system.
* To organise, as necessary, the placement of families into emergency and temporary accommodation, arrange furniture storage and resolve issues arising from families or other applicants placed in temporary accommodation.
* To participate in Housing Options and Support ‘Out of Hours’ arrangements on a rota basis, for which a salary supplement will be payable.
* To assist in dealing with any emergency housing situations and associated matters. To provide advice and assistance concerning illegal evictions or harassment to customers, landlords and partners.
* To liaise as necessary with registered social and private sector landlords and other voluntary and statutory agencies regarding the provision of housing for homeless families, housing applications and support services to meet the needs of the customer.
* To assist as requested with other housing initiatives and events regarding homelessness or other aspects of housing.
* To be innovative and forward thinking to assist the Housing Options and Solutions Manager to develop the service and to make service improvements to enhance customer service delivery.
* To participate in any relevant training for the duties of this post and to achieve the key objectives of your role and core values of the Council.
* Ensure compliance with the Council’s procedures and policies including finance, performance, HR, governance, health and safety, lone working, safeguarding, information management and equalities.
* To comply with the Council’s Customer Standards.
* To participate fully in the Councils staff appraisal scheme.
* To carry out other duties as may be reasonably required by the Housing Options and Support Team Leader, Housing Options and Solutions Manager, Head of Housing or Chief Officer.

### Location

Vine Court Road and the Council Offices, Argyle Road, Sevenoaks, Kent TN13 1HG



## Person specification

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|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Approach** | Ability to motivate and inspire others.  A positive and proactive approach to collaborating with the vulnerable people and partners.  Excellent organisational, negotiating and coordination skills.  Excellent verbal and written communication skills to a technical and professional standard.  Ability to show empathy and compassion in sensitive situations.  A thorough and up to date knowledge of best practice in support services.  Able to work under pressure in a demanding support service environment.  Ability to organise and prioritise workload whilst working under pressure.  Able to work within a team as well as under own initiative.  Customer focused approach to achieve very high standards of customer service. |  |
| **Skills and experience** | Extensive technical working knowledge of housing and homelessness and support services.  Knowledge of housing and support case management systems and reporting.  An understanding of the Homelessness Reduction Act, Housing Act and other relevant legislation such as Safeguarding and Children’s Act.  Knowledge of social housing register and allocation processes. | Experience of working in local government.  Experience in supervising or managing others. |
| **Qualifications** | A minimum of 2 years’ experience providing support services for vulnerable customers in a comparable service.  Experience of working in supported accommodation setting and drawing up robust support plans.  Experience in creating strong partnerships and innovative ways of working with others.  Experience of making key decisions in the absence of a Manager.  Negotiation and influencing skills to create housing solutions. | Evidence of continuous personal development. |
| **Other** | Housing or homelessness and support related qualification or equivalent.  Fluent in English and at least 3 GCSE’s or equivalent including Maths and English at Grade C or above.  Computer literacy with ability to use Microsoft packages.  Proactively supports the Council’s values and culture.  Willing to undergo an enhanced DBS check.  Ability to provide an out of hours service on a rota basis (for which a salary supplement will be paid), and flexible approach to working.  Willingness to undertake any relevant training for post and to keep up to date with current housing legislation.  Full current driving licence and a car available for business use. |  |