



**JOB TITLE:** Housing First Worker

**DEPARTMENT:** Strategic Housing

**POST NUMBER:** 1960

**GRADE:** 4

**ACCOUNTABLE TO:** Senior Temporary Accommodation Officer

**LOCATION:** Milford House, City Offices and the District of Winchester

### **POST OBJECTIVE**

Reporting to the Senior Temporary Accommodation Officer, the Housing First Worker is responsible for coordinating and providing a personalised, trauma informed support service to up to 7 individuals at any one time. Focusing the approach to those with the most complex needs facing multiple exclusion. Working in line with Housing First Principles, the Housing First Worker will be responsible for coordinating and providing a person centred, strength-based support service to create long term sustainable tenancies by empowering customers and increasing independence integrating individuals back into the community.

All activity will be underpinned by the following Housing First Principles:

1. People have the right to a home
2. Flexible support is provided for as long as it is needed
3. Housing and support are separate
4. People have choice and control over all aspects of their lives
5. The service is based upon people's strengths, goals, and aspirations
6. An active engagement approach is used
7. A harm reduction approach is used.

### **SPECIFIC TASKS:**

1. Delivering wrap-around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies in the community.
2. Working with customers to help them clarify their goals and aspirations offering personalised support and promoting choice and wellbeing.
3. Maintaining accurate up to date records of progress against individual support plans; safety plans and outcomes information.

4. Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies. Identifying and tackling any barriers for the clients.
5. Support tenants to register with a GP, dentist, and optician and in addressing any immediate and longer-term physical and mental health concerns.
5. Regularly review the person-centred support plan to update, record and monitor progress of customer caseload.
6. Build and maintain positive networks with staff from other agencies to ensure the Housing First project is widely known and promoted.
7. Work closely with Winchester City Council landlord services and any other landlords providing accommodation for Housing First, to assist the person living in accommodation including practical help with furniture, carpeting and white goods.
8. Attend and contribute to the assessment panel to ensure the service is provided to those that meet the eligibility criteria.
9. Promote and actively encourage peer involvement within the service.
10. Facilitate access to any appropriate funding for creative solutions to integrate people into the community and access accommodation.
11. Complete dynamic risk assessments and maintain own safety by following lone working procedures.
13. Adhere to safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.
14. The post holder is required to hold a full driving licence and have access to their own car.

## **Health and Safety**

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

## **Equality**

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer, the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

## **Safeguarding**

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed.....

Dated.....



## PERSON SPECIFICATION

**JOB TITLE:**  
**HOUSING FIRST**  
**WORKER**

**POST NUMBER:**  
**1960**

**DATE:14/05/2025**

Requirements		Weighting	Assessment Method
Skills	Able to engage and build rapport with individuals with complex needs who are more difficult to engage	3	A/I
	Ability to plan, prioritise and work under own initiative	3	A/I
	Excellent organisational skills	2	A/I
	Ability to work collaboratively with a range of stakeholders	2	A/I
	Excellent interpersonal, communication, active listening skills	3	A/I
	Ability to respond proactively to changes in the internal and external environment	3	A/I
	Persistence and determination in dealing with challenges and working with a solution focus	2	A/I
	Knowledge of case management systems, Microsoft outlook, word and excel	3	A/I
Experience	Experience of working in housing or homelessness, mental health, addiction services, offending or other related field	2	A/I
	Understanding of adults with multiple and complex needs	2	A/I
	Experience of working within confidentiality	2	A/I

	and safeguarding frameworks		
Personal Qualities	Able to demonstrate empathy and to understand the importance of empowering individuals	3	A/I
	Professional and values led with integrity, inclusivity, and respect for diversity	2	A/I
	An ability to work in uncertainty and maintain a positive approach.	2	A/I
Specific Job Requirements	Full driving licence	3	A/I
	Use of own car	3	A/I
Qualifications	GCSE 5 grades A-C CIH Qualification	2	A/I

#### *Weighting*

*3 – Essential for the successful performance of the job*

*2 – Desirable but can be achieved through on the job training or experience*

*1 – Useful but not essential for successful performance of the job*

#### *Assessment*

*Application Form  
References*

*A  
R*

*Interview  
Presentation*

*I  
P*

*Tests  
Evidence of Qualifications*

*T  
Q*

# Person Specification

## Guidance Notes

The Person Specification is probably the most important document in the recruitment process as it focuses specifically on the job requirements and helps to make a subjective process objective. Whilst the job description describes what the post holder is expected to do, the person specification describes the knowledge, skills, attributes and personal qualities that it is necessary for the post holder to possess to be able to carry out the requirements of the job description.

The person specification will be used, with the job description, to draft the advert, in shortlisting and in interviewing a decision making to ensure that there is an effective match between candidate and job.

## Completing the Person Specification

The Person Specification is divided into category headings as follows:

Criteria	Description
<b>Skills</b>	The actual skills that are required to do the job. Be specific. i.e. Communication skills is too vague; ability to draft letters or deal sympathetically with customers face to face or on the telephone would be more specific.
<b>Experience</b>	Detail the experience required to do the job specifically. You should be able to justify why that experience is needed. Experience gained outside the work environment should also be considered e.g. managing the finances at home, club treasurer denotes some financial abilities. Remember not all jobs require directly relevant experience
<b>Qualifications &amp; Training</b>	Detail the educational standards, professional qualifications and training necessary to carry out the job. Remember that you should be able to justify why these qualifications are needed and state 'or equivalent' when specifying for example GCSEs
<b>Personal Qualities</b>	This section should concentrate on interpersonal skills and may include qualities such as impact on others, motivation, leadership
<b>Specific Job Requirements</b>	Certain jobs may require specialist knowledge or technical skills and these should be stated in this section

### **Remember**

#### **Criteria must be**

- Job Related
- Expressed in terms which describe abilities
- Clearly defined and specific
- Consistently applied to all candidates

#### **Must not include**

- Age
- Race
- Sex
- Physical characteristics
- Religion or belief
- Sexual orientation

***Have you***

- Considered whether the skill or attribute can be achieved through training?
- Listed every criteria specifically? (Too vague will not be measurable, not listed cannot be assessed)
- Considered how the criteria will be assessed?
- Weighted criteria in terms of importance

Weighting	Description
3	Criteria is essential for the successful performance of the job
2	Criteria is needed but can be achieved through training or experience in the job
1	Criteria would be useful but is not essential for the successful performance of the job