



## Job Description – Housing Support Worker

Job Title:	Housing Support Worker
Employed by:	Saltbox
Based at:	Bemersley House, Gitana Street, Hanley, ST1 1DY and other Saltbox locations as required
Salary:	£22,588 - £24,899.22 – Depending on Experience
Hours:	Full Time: 35 hours - Monday to Friday 9am - 4:30pm – some flexible work may be required
Responsible to:	Senior Support Worker
Responsible for:	Working as part of a team to successfully resettle ex-offenders and or the homeless into the community and provide on-going support to achieve and maintain independent living.
Contract:	Permanent
Recruitment:	This post is subject to a satisfactory DBS and reference checks

### Purpose of the role

Restart provides supported housing, working with people leaving prison, and those who are homeless or at risk of becoming homeless. We recognise that often our residents have experienced a lifetime of personal challenges, which has significantly contributed to them falling into crime and hardship.

The purpose of this role is to facilitate support for our residents in addressing complex issues such as homelessness, offending behaviour, family and community relationships, unemployment, mental health, drug and alcohol dependency, learning and life skills, with the aim of achieving independent living.

### Summary of Main Duties

- Welcoming residents into the service, including registering with doctors, completing paperwork and responding to immediate needs
- Facilitating holistic support, offering a creative and assertive approach to client engagement
- Supporting residents to articulate and achieve their goals using the Outcome Star and a person centred flexible approach

- Undertake case management responsibilities, including setting up customers and recording all support on the appropriate internal case management system
- Leading support meetings with residents on your caseload
- Regularly review and develop mutually agreed support plans with residents and any other professional involved in the support of those individuals e.g. Key Workers, Probation Officers
- Updating records with all client and agency contacts, accurately and in a timely way
- Representing Saltbox and provide reports for multi-agency meetings about customers on your caseload
- Completing accurate records of concern, risk, and safeguarding reports internally and externally if necessary
- Responding appropriately to challenging and confrontational behavior
- Dealing with the immediate support needs of residents as appropriate, providing crisis intervention where necessary
- Providing support to help residents manage their own lives and their home to their full potential including dealing with benefits, budgeting and neighbor relations
- Liaising between residents and external agencies regarding the provision of specialised support when appropriate
- Dealing promptly with all complaints
- Providing clear, accurate and good quality information in respect of all residents in line with agreed procedures ensuring that relevant information is shared appropriately
- An ability to work under pressure, be organised, prioritise and remain calm
- Computer skills, including the ability to use word, excel and email
- Assisting with securing move-on to appropriate accommodation.
- To adhere to the policies and procedure as specified by the Saltbox Trustees
- To undertake such other duties as may be required by your line manager and/or the Saltbox Management Team which are commensurate with the position
- Undertake regular personal supervision and appraisal
- Undertake training as identified by your line manager and/or the Saltbox Management Team



### Person Specification for Support Worker

Requirements		Essential	Desirable
<b>Skills / Knowledge / Experience</b>	Driving license, access to a vehicle and willing to visit customers in their homes	√	
	Previous paid or voluntary experience supporting vulnerable people, such as people with poor mental health, substance misuse, offending behaviour and homelessness		√
	A current understanding of the challenges people leaving prison and those without a home face	√	
	An ability to develop genuine connections, to motivate and inspire behavioural change	√	
	Experience or knowledge of statutory and voluntary section partnerships and agencies that support vulnerable people		√
	Good listening skills	√	
	Ability to communicate clearly and sensitively with vulnerable people, their families and other organisations	√	
	Ability to produce records, reports and letters of a professional standard	√	
	GCSE standard of education with A-C grades in English and maths or equivalent		√
	Working in partnership with the team to enhance overall delivery of the service and ability to work independently	√	
	Experience of writing individual action plans		√
<b>Personal Qualities</b>	Passionate about facilitating improved wellbeing and outcomes for those with multiple complex needs and disadvantage	√	
	Patience, emotional resilience and a non-judgemental attitude towards our client group	√	
	Maintaining a professional approach that enhances the reputation of Saltbox	√	
	Ability to work flexibly and calmly under pressure, with a can do attitude	√	



## **Other Information:**

### **Saltbox: Restart:**

Restart provides supported housing for those who are homeless or at risk of homelessness to make changes towards a better life. Our Residents have multiple and complex needs.

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox; however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

### **Values:**

Our message to individuals, communities and organisations is:

- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

### **Saltbox's Guiding Principles:**

1. We are an organisation with Christian values & principles
2. We aim to make a difference to communities & to see individual lives transformed
3. We seek to work in partnership & seek collaborative opportunities to strengthen communities
4. We strive to be caring, professional & hardworking at all times