

RECRUITMENT INFORMATION PACK

Housing Support Worker – NewStart (Maternity Cover until March 2025)

Hours: 35 per week

Salary: £26,132

Annual Holidays: 6 weeks plus Bank Holidays

Location: Bradford



Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.



About the department

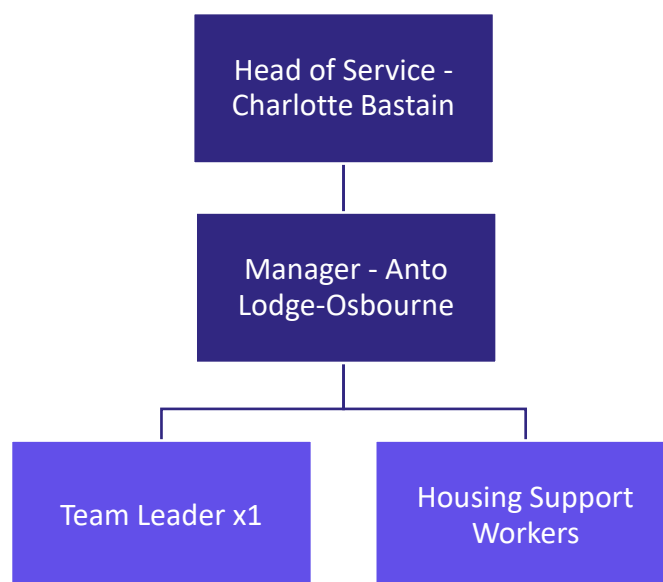
The New Start Service provides supported accommodation dispersed accommodation, floating (visiting) support for males, female offenders, and ex-offenders aged 18+ The service is for those with a high degree of housing need who are at risk of re-offending.

New Start at Home provides support in your own home or temporary accommodation, including properties managed by other social or private property owners or to people who own their home.

New Start in the Community provides supported accommodation in Bradford. Each property is self-contained and fully furnished. The support is short-term, usually for six months, to provide a pathway to independent living and to secure longer-term accommodation.

Bromley House is also part of the New Start Service it provides supported accommodation, in Bradford. Each property is self-contained and fully furnished. The support is short-term, usually for six months, to provide a pathway to independent living and to secure longer-term accommodation.

The teams enable people accessing the service to become 'Tenancy Ready' to maintain their tenancies and / or successfully move on into homes of their own. We support individuals' to comply with statutory orders and the requirements of criminal justice system. We encourage and support individuals to develop new and existing skills and gain confidence in their ability to manage their own homes independently.



Message from the Recruiting Manager

Come and join a fantastic, diverse team of people who provide excellent support to those accessing our service. The role provides a sense of fulfilment and satisfaction by making a positive difference to someone's life and supporting them to accomplish their goals.

Job Description

REPORTS TO: Scheme Manager

You will be responsible for managing a caseload, which includes supporting people to maintain their tenancy, achieve successful outcomes and reduce the risk of offending. You will be responsible for delivering tenancy ready training and support to enable individuals to move on, into permanent housing. You will assist individuals in the practical and emotional aspects of maintaining their accommodation and liaising with other support services. You will ensure immediate needs are met, such as access to welfare benefits, food, clothing and health care. You will provide appropriate support based on the person's needs, risk assessment and support plan.

The service runs 24 hours a day; 7 days a week therefore this role requires the ability to work flexible hours including evenings, weekends and bank holidays.

RESPONSIBILITIES

- Work constructively with individuals through Support and Risk Management Plans to address their needs.
- Encourage, support and assist people with their confidence to participate in decision making
- Provide a supportive atmosphere for people, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Undertake duties in respect of referrals, needs assessments, lettings and signing up new occupants.
- Explain and issue licence agreements and assured short hold tenancies and participate in related activities (e.g. dealing with occupancy related issues e.g. breaches of house rules, anti-social behaviour, managing voids including the practical domestic duties involved, as required).
- Ensure security, health and safety of the building including individual properties occupants, visitors and staff.



SCHEME ADMINISTRATION:

- Participate in meetings and accurately maintain personal and scheme related written and electronic records.
- Ensure the Association's financial and monitoring systems are adhered to, in line with the Financial Regulations.
- Complete documentation associated concerning the tenants' Housing Benefit claims, in line with the Association's Housing Benefit Protocol.
- Ensure rents, service charges and personal charges are managed in line with the Association's Housing Benefit Protocol.

PARTNERSHIP WORKING:

- Develop links and liaise with other relevant professionals e.g. Social Care and Criminal Justice agencies, to ensure accurate and timely information is obtained and exchanged to support each persons' individual needs.
- Promote the service and Association positively in all communication with others.

LEGAL AND STATUTORY RESPONSIBILITIES:

- All staff must be prepared to comply with the Health & Safety policies in operation within the Association.
- All staff must complete statutory and other relevant training and development as required.
- All staff members are required to demonstrate their commitment to promoting equality and diversity and developing an organisational culture that values people and their contribution

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.



Person Specification

ESSENTIAL

Essential for Horton Housing:

- Ability to maintain professional boundaries
- Commitment to Equality, Diversity and Inclusion
- A willingness to undertake any further training required
- Ability to work flexibly to meet the needs of the service/department
- A full UK driving licence and use of a car for work purposes
- Enhanced/Basic DBS check before start

Essential for the role:

KNOWLEDGE, SKILLS, & EXPERIENCE OF THE FOLLOWING

- Working with people with complex needs, including people leaving the criminal justice system and other social care environments, people with mental health issues, offending behaviour, drug and/or alcohol problems.
- Vocational training and/or professional development for the post (e.g. mental health awareness, welfare benefits, housing, drug & alcohol problems) is desirable however training will be provided
- An understanding of the Criminal Justice system and Multi-Agency Public Protection Arrangements (MAPPA), and the principles of risk assessment and how to identify and report patterns of potentially risky behaviour
- Health and safety task including in the maintenance of properties (i.e. fire alarm tests, property checks, reporting repairs etc.)
- Planning, organising and prioritise work to maintain accurate and timely reports.

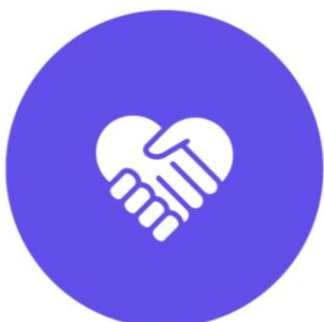


Our Values



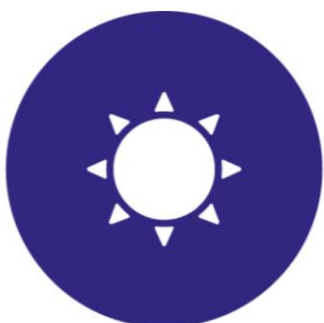
Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



What can you expect from working at Horton Housing Association?

Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

Did you know: Our CEO started with HHA as a Support Worker and worked all the way up!



How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria.

Contact us

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