

# RECRUITMENT INFORMATION PACK

## Housing Support Worker – SHAP Dispersed Accommodation

**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.

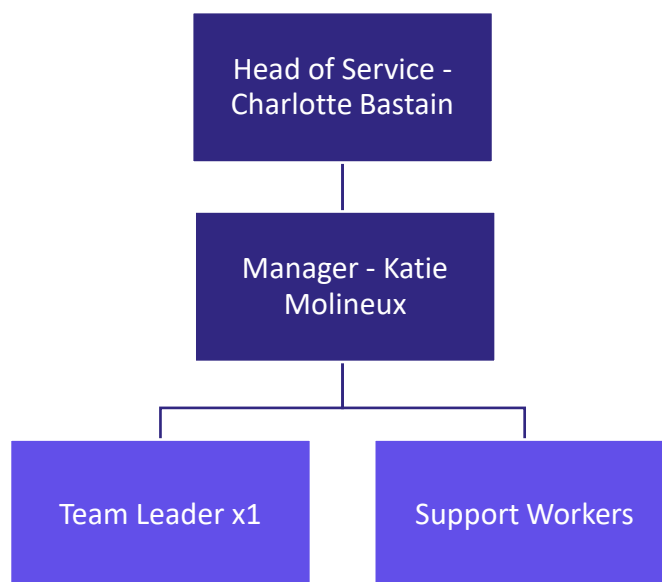


## About the department

Fairmount accommodation and dispersed schemes such as RSAP and SHAP, in Bradford provide housing-related support for people who are experiencing a range of different circumstances. The service supports people with high levels of need, individuals who may have experienced ill health, poor mental health, drugs or alcohol challenges. There may have experienced periods of homelessness or have an unsettled lifestyle that puts them at risk of homelessness.

The team visits people, often in their own home, temporary accommodation, public place or our office. We provide a service that is male only accommodation. Working with people who may be socially excluded and have difficulty in accessing services. We enable people we work with to become 'Tenancy Ready' to maintain their tenancies and/or successfully move on into homes of their own. We encourage and support people to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

We tailor support in consultation with the people taking into account their individual needs to achieve the best outcomes. We provide opportunities for people to explore and realise their own potential and build resilience through innovative diversionary activities, informal learning and volunteering.



## Message from the Recruiting Manager

As a Housing Support Worker at Fairmount and SHAP, you will be meeting people in their new homes, settling them in and using a strength based approach to work with each individual after a period of time rough sleeping in Bradford. The team you will be joining is robust, diverse and ready to assist each other in every way.

There are two offices based at the same site, one forms part of the activity room where you can spend time with tenants, involving positive meaningful activities that form a large part of what we do. We clean, we support, we cook and we focus on people's strengths and what a good day looks like for each of our tenants.

It is not only rewarding, but it is a privilege to work with people who have had the strength to ask for help and come forward after long periods of trauma.

I look forward to receiving your application.

- Katie Molineux



## Job Description

### REPORTS TO: Scheme Manager

You will be responsible for supporting people in the service to move into permanent housing. You will encourage support and assist people with their confidence to enable them to make positive decisions. You will assist clients 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 have the ability to carry out domestic duties and minor repairs to ensure clients have a clean and safe living environment. You will be the lead and co-ordinate involvement activities in the service, for example cooking, gardening, baking etc. These activities will support and enhance people's social and person development skills.

### RESPONSIBILITIES

- Lead on involvement activities, for example cooking, gardening, house meetings etc. and supporting people to engage in activities to enhance their social and personal development.
- Work constructively with individuals through their Support and Risk Management Plans to assist them in their needs.
- Provide a supportive atmosphere, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Encourage support and assist people with their confidence to enable them to make positive decision-making
- Process referrals into the service, assessing an individual's requirements and needs.
- Explain and issue tenancy agreements and participating in related activities to ensure the service's rules are maintained.
- Carry out domestic duties, security, and health and safety checks of all properties as required.
- 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.
- Develop links and liaise with other professionals and agencies to support an individual's need.



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 (remove if not applicable)
- Enhanced/Basic DBS check before start (remove if not applicable)

Essential for the role:

- Experience of working with people with complex needs, including people with mental health challenges, homelessness, drug and/or alcohol use
- Experience, knowledge, training and/or professional development that is relevant for the post (e.g. mental health awareness, welfare benefits, housing, drug & alcohol problems)
- Knowledge of health and safety tasks including the maintenance of properties (i.e. fire alarm tests, property checks, reporting repairs etc.)
- Skills in planning, organising and prioritising work to maintain accurate and timely reports.
- Excellent communication, report writing and ICT skills.
- You are approachable, adaptable and have the ability to remain calm and work effectively under pressure.

### DESIRABLE

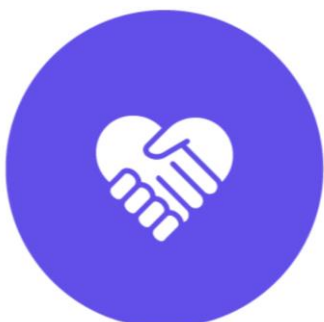


## Our Values



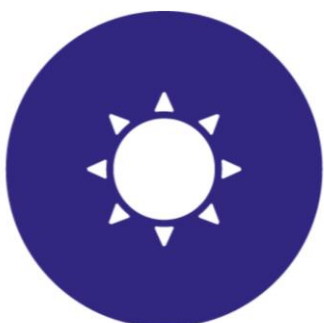
### Be Supportive

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

**Head Office:** Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

Telephone: 01274 370689

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