

RECRUITMENT INFORMATION PACK

Housing Worker – IHM Kirklees

Hours: 15.75 hours per week

Salary: £11,759.40 (Actual)

Annual Holidays: 6 weeks plus Bank Holidays (pro-rated for part time hours)

Location: Kirklees



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

Our Intensive Housing Management (IHM) service in Kirklees offers accommodation for people, who are 18 and over, who are at risk of or experiencing homelessness.

At Kirklees IHM we work alongside people who live in a variety of housing situations. Some of the people we support are in over 55's accommodation in Huddersfield and Pudsey and others are onsite at our Water Street premises.



Message from the Recruiting Manager

Hi,

Thank you for your interest in this role. The Kirklees IHM Housing Worker position covers a few small services and is a varied and interesting role. You will be based at our office at Water Street in Huddersfield, where we are a housing management service for tenants in single occupancy flats who need support to maintain a tenancy. We work alongside a number of external support agencies to ensure that tenant's needs are met, that they feel like they are active and valued members of our community. We work alongside them to help develop their skills they need to make a success of their tenure with us and move on successfully, when they feel ready, to independent living. Our other services are located elsewhere in Huddersfield and Pudsey, Leeds, where we provide housing management and tenancy support to over 55's, so this will include you travelling to these locations. These services are properties that can house single occupants or couples and is permanent housing for them.

You will find this role is a rewarding one with the opportunity to be creative, - we have a thriving client involvement group so you may find yourself going ten pin bowling, gardening, or off on a picnic in addition to the usual 'expected' housing worker tasks. We consult regularly with tenants as we are signed up to the Together with Tenants initiative and this has been successful due to the positive relationships we have built with tenants.

Horton has an excellent Learning and Development department so there will be the opportunity for new or further training and development. Horton offers a good Employee Assistance Programme, generous annual leave and great job satisfaction where you will see the results of your hard work come to fruition if you are passionate about helping people.

I look forward to hearing from you,

Best wishes

Sue



Job Description

REPORTS TO: Scheme Manager

You will be responsible for supporting people to maintain their tenancy. You will undertake a mixture of both housing management tasks and support tasks depending on which property our tenants reside in.

You will support people with their independent living skills and assist them in the practical and emotional aspects of maintaining their accommodation. You will, provide flexible support to meet their individual needs and aspirations.

The Housing Worker will work alongside the Service Manager to ensure the individuals accessing our service are safe and have access to appropriate support, you will be responsible for some housing management tasks. The Housing Worker will also play a key role in our tenant involvement activities.

RESPONSIBILITIES

- To coach people to identify their strengths and risks and to jointly develop a plan to address these
- To provide support to people in relation to accommodation and wellbeing
- To assist people to access other agencies and the services within the wider community
- To work alongside tenants to maintain their occupancy agreement and fully understand their rights and responsibilities
- To work with tenants to achieve their personal goals and aspirations
- To encourage feedback from people accessing the service, recording and responding to any complaints and compliments
- To ensure safeguarding concerns are dealt with promptly and in line with guidelines and appropriate action is taken
- Empower people to have their say, and be involved at all levels
- Develop and maintain strong and professional working relationships with partner agencies
- Carry out housing management tasks in accordance with Horton Housing's policies and procedures
- Keeping written records in accordance with the requirements of the organisation and funders
- Liaise closely with the Service Manager to keep them informed of the individual support you are providing and to discuss any problems that may arise
- Contributing towards the development and promotion of the service
- Undertake relevant training as required

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 DBS check before start

Essential for the role:

- Experience of working with people who have a range of needs, including experiencing homelessness or rough sleeping, drug and/or alcohol challenges, mental health challenges and history of offending. This experience could have been gained through lived experience, volunteering or employment
- Experience of providing support to people to assist them in maintaining their own homes
- An understanding of support and safety planning
- Evidence of vocational training in relevant skills for the post e.g. mental health issues and social care
- Good knowledge of computer software packages such as Microsoft 365 and the ability to learn new systems
- Knowledge of welfare benefits and how people can access these
- Awareness of issues relating to people who are or have experience periods of homeless, poor mental ill health, drug and/or alcohol issues
- Ability to work flexibility which may at times include some evening work

DESIRABLE

- Experience of working with people who are over 55 and the support they may require
- An awareness of strength-based and trauma informed practices is desirable (but full training will be provided)

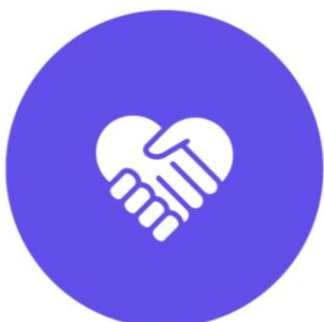


Our Values



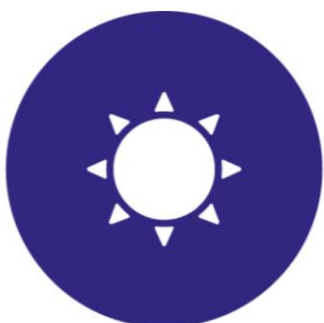
Be Supportive

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

hr@hortonhousing.co.uk

www.hortonhousing.co.uk



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