

RECRUITMENT INFORMATION PACK

Housing Support Worker – Bradford Homeless Partnership

Hours: 35 per week

Salary: £26,132

Annual Holidays: 6 weeks holiday 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.

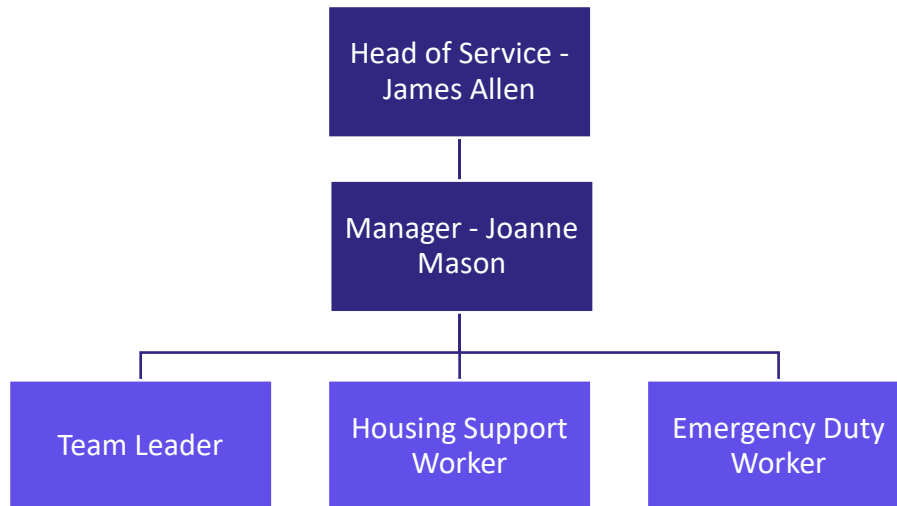
And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"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



Message from the Recruiting Manager

Hello,

Thank you so much for your interest in this role.

The Housing Support Worker is a key role within the Bradford Homeless Partnership Service. You will work predominantly at Octavia Court, and travel to help those we support when there may be any issues or incidents that occur.

You will be joining a fantastic team of people, who are passionate about improving lives as well as our community.

This is a really rewarding role, where you will be able to see that your hard work results in exceptional outcomes for everybody that we support. We will fully support you within the team as you get started, and you'll also receive training from our Learning and Development department, as well as any extra training that you might be interested in.



The team work various hours each week, Monday to Sunday including bank holidays. Generous annual leave and an excellent Employee Assistance Programme mean you will have great work/life balance and feel supported in your role.

If you are hard-working, passionate about helping people, and have some relevant experience (professional or lived experience), then we would love to hear from you. I look forward to receiving your application.

Best wishes,

Joanne Mason – Manager, Bradford Homeless Partnership

Job Description

REPORTS TO: Scheme Manager

You will be responsible for supporting people in multiple services in the Bradford area to move into permanent housing. 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 provide appropriate support based on the individual's need, risk assessment and support plan. You will have the ability to carry out domestic duties and minor repairs to ensure clients have a clean and safe living environment.

RESPONSIBILITIES

- Help to co-ordinate activities, for example cooking, gardening, house meetings etc. and support 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, welcome complaints and respond 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 occupancy 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

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

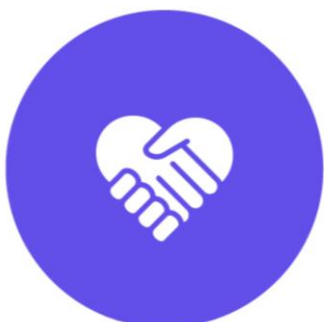


Our Values



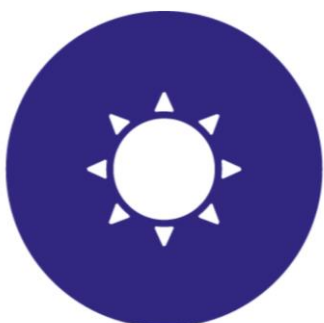
Be Supportive

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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