



## RECRUITMENT INFORMATION PACK

### Support Worker

### HACS - Keighley

Hours: Full Time

Salary: £24,124.00 per annum – Full Time



## Being part of an award winning organisation

### 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 young people, older people, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes including hostels, and supported housing 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.

Horton Housing is committed to equality and diversity and providing services which are inclusive and accessible for everyone.

#### OUR PEOPLE

We are committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make. We welcome applications from a wide range of candidates and are committed to ensuring that no job applicant or colleague receives less favourable treatment on 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.

**INVESTORS IN PEOPLE™**  
**We invest in people** Standard



**Best Supported  
Housing Landlord 2020  
UK Housing Awards**



## About the Service

HACS (Housing and Community Support) provides housing-related support for people in the community who have experience periods of homelessness, are at risk of becoming homeless, or have an unsettled lifestyle.

The HACS team visit individuals at a place that is convenient for them, often in their own home, temporary accommodation or a family member's house, public place or at our office.

The team supports individuals who may have high levels of support needs, people who may be experiencing or have experienced problems with drugs or alcohol use and poor mental health. The team provides individuals with floating support to enable them to manage their own personal development and support plans to help them transition out of difficult circumstances and take control of their lives.

We provide a service to people who may be socially excluded and have difficulty in accessing services. We enable people to become 'Tenancy Ready', to maintain their tenancies and to 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 individuals taking into account their needs to achieve the best outcome for them. We provide opportunities for people to explore and realise their own potential and build resilience through innovative activities, informal learning and volunteering.

## Job Description – Support Worker

### (Accommodation & Floating Support)

#### **JOB SUMMARY:**

The Support Worker will be responsible for assisting people in their day to day life skills set, which will include supporting people to maintain their tenancy agreements, achieve successful outcomes. You will be responsible for delivering tenancy ready training and support to enable people to move on into permanent housing. You will also assist people 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, using assessment and support plans.

#### **RESPONSIBILITIES:**

You will...

- Work constructively with people through Supportive 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 people to the service.
- Explain and issue occupancy agreements and participating in related activities (e.g. dealing with breaches of house rules, issuing warnings, serving notices and carrying out evictions if required)
- Carry out domestic duties, security, and health and safety checks of all properties as required.
- Ensure individuals are safeguarded and protected from abuse in their home and in the community
- Encourage people to become part of their neighbourhood through positive social interaction
- Engage people into education, training, employment, or work-like activities

#### **SCHEME ADMINISTRATION**

- Participate in meetings and accurately maintain all persons and scheme related written and electronic records.
- Ensure the Association's financial and monitoring systems are applied, in line with the Financial Regulations.
- Complete documentation associated with persons 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 professional and social care agencies, to ensure accurate and timely information is obtained and exchanged to support the person's needs.
- Promote the service and Association positively in all communication with others.

#### **LEGAL AND STATUTORY RESPONSIBILITIES:**

- All colleagues must be prepared to comply with the Health & Safety policies in operation within the Association.
- All colleagues must complete statutory and other relevant training and development as required.

- All colleagues are required to demonstrate their commitment to promoting equality and diversity and developing an organisational culture that values people and their contribution.

Performing any other duties from time to time, that may reasonably be required in accordance with all Horton Housing Association's policies and procedures.

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**

### **KNOWLEDGE, SKILLS, & EXPERIENCE OF THE FOLLOWING**

- Working with people with multiple needs, people who may have mental health challenges, offending behaviour, drug and/or alcohol problems.
- Health and safety task including in the maintenance of properties (i.e. fire alarm tests, property checks, reporting repairs etc.)
- Equality and diversity, which promotes and values people as individuals.
- Planning, organising and 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.

### **ESSENTIAL FOR THE ROLE**

- Ability to maintain professional boundaries.
- Commitment to Equality & Diversity.
- A willingness to undertake training required.
- Ability to work flexible.
- Valid driving licence and use of vehicle permanently and insured for business use.
- Enhanced DBS.

## Our Values



### Helping people

You are committed to working as part of a team and supporting others to be their best self at work each day. You are energetic, professional, open-minded and able to build positive working relationships both internally and externally. You understand and respect that others have different priorities and needs from you.



### Outstanding service

You believe in our vision, mission and values. You have the ability to communicate effectively with everyone you come into contact with. You treat everyone with dignity and respect. You are a good listener who is patient, empathetic and supportive in your dealings with others.



### Ready, willing and caring

You are self-motivated and comfortable working both independently and as part of a team. You are a proactive decision maker who can positively influence change. You are resilient and have the ability and confidence to manage stressful situations in a consistent manner.



### Training and development

You take responsibility for your own learning and development and support others to do the same. You keep up to date with changes, developments and trends in your area of expertise. You are a reflective learner who takes responsibility for your actions, responds to feedback appropriately and learns from your mistakes. You are not afraid to ask for help and support.



### Open to new ideas

You take a proactive approach to decision making and problem solving by offering pragmatic solutions. You are open minded, curious and willing to embrace innovation and change. You are willing to listen to and learn from others.










### Never giving up

You are positive and motivated to provide a high level of service. You respond to any situation in a calm, confident and supportive manner. You are not afraid of a challenge.

## Benefits

We aim to support you during your career with us and hope that working here is a fulfilling experience as you help us to run our services or directly work with people to help them improve their lives. In return, we offer our colleagues a range of personal development, financial and health and wellbeing benefits, some of which are provided by us, and others by external organisations, such as:

-  7.6 weeks' annual leave including statutory holidays
-  Contributory Healthcare Plan
-  Cycle to Work Scheme
-  Access to and funding for continuous professional development (CPD)
-  Travel Expenses
-  Contributory Pension Scheme
-  Interest Free Loan Scheme

## Contact us

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