

# RECRUITMENT INFORMATION PACK

## Housing Support Worker – HACs 4 ALL

**Hours:** 35 hours per week

**Salary:** £26,655 per year

**Annual Holidays:** 6 weeks holiday plus Bank Holidays

**Location:** Keighley



## 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

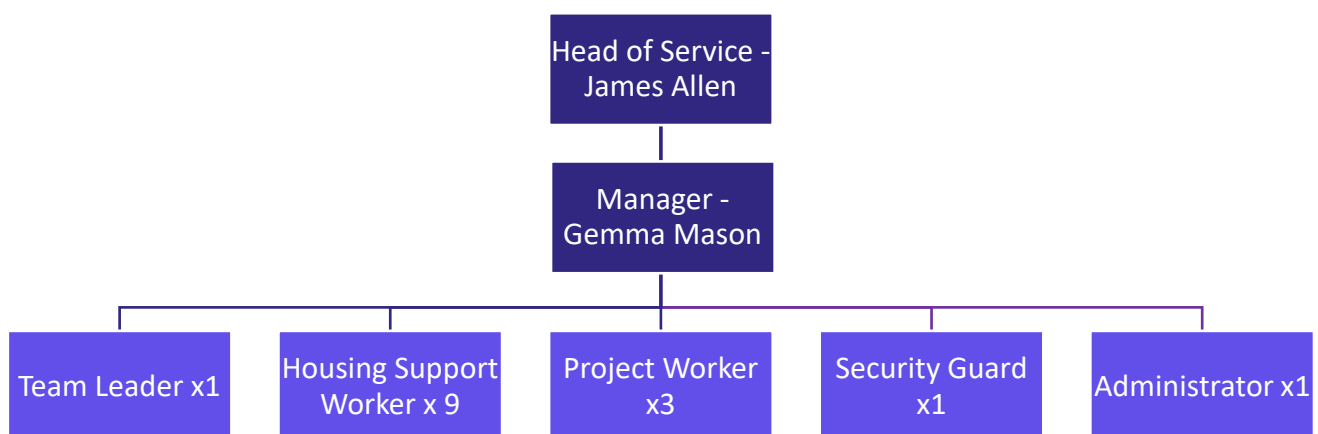
HACS (Housing, Accommodation, Community, and Support) provides housing-related support for people in the community who have experience periods of homelessness, are at risk of becoming homeless, or have an unsettled lifestyle.

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.



## Message from the Recruiting Manager

Hello,

Thank you so much for your interest in this role.

We provide support to tenants both in our temporary accommodation and to people in the community who may be faced with homelessness, to help them build essential tenancy skills, identify their goals, and work towards their aspirations so that they can move on to enjoy fully independent futures. As a Housing Support Worker, you will hold a caseload of tenants in our accommodation and meet with them weekly to build a support plan and help them achieve their goals.

You will be based across a number of offices and residential settings in Bradford and Keighley, with some travel expected to provide essential support to those we assist in maintaining their tenancies. You will be joining a dedicated team of individuals who are passionate about supporting tenants to turn their lives around and make a positive impact on our community.

This is a truly rewarding role where you can witness first-hand how your efforts lead to meaningful and long-lasting outcomes for the individuals we support. We place great emphasis on a trauma-informed approach, ensuring that we understand and adapt our service to the emotional and psychological challenges our residents may face. Your role will be central in helping them achieve stability and rebuild their lives with dignity.

As a team, we are here to support you every step of the way. You'll receive comprehensive training from our learning and development team, along with any additional training tailored to your needs or interests.

The working week is four days, including bank holidays. With benefits such as 30 days of annual leave and access to an excellent Employee Assistance Programme, you will enjoy a strong work-life balance and feel just as supported in your role as our residents do.

If you are compassionate, dedicated to helping others, and have relevant experience, whether professional or lived, we would love to hear from you. I look forward to receiving your application.

Best wishes,

Gemma Mason, Service Manager



# Job Description

## REPORTS TO: Scheme Manager

As a Support Worker, you will adopt a trauma-informed approach, ensuring that your support is responsive to the impact of past experiences on individuals' well-being. You will help people develop essential life skills, including maintaining tenancy agreements and achieving positive outcomes. You will deliver tenancy ready training and provide support to help individuals transition into permanent housing. Additionally, you will assist with both the practical and emotional aspects of sustaining their accommodation, working closely with other support services as required. Your responsibilities will include addressing immediate needs such as accessing welfare benefits, securing food and clothing, and ensuring access to healthcare. Support will be tailored to each individual's needs, guided by assessments and personalised support plans.

## RESPONSIBILITIES

- Work constructively with people through support plans to address their needs
- Encourage, support and assist people with their confidence to participate in decision-making.
- Support people to become Tenancy Ready, move on, and sustain longer-term housing
- Deliver Tenancy Ready training activities, such as managing money and confidence building
- 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 participate in related activities (e.g. dealing with breaches of house rules, issuing warnings, serving notices and carrying out evictions if required)
- Undertake domestic duties and minor repairs, for example cleaning communal areas, clearing sharps, hanging curtains, changing bedding and preparing, cleaning and refurbishing rooms ready for re-letting.
- Ensure individuals are safeguarded and protected from abuse in their home and community
- Encourage people to become part of their neighbourhood through positive social interaction
- Engage people in education, training, employment, or work-like activities
- 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.
- Participate in meetings and accurately maintain all person-related and scheme-related written and electronic records.
- 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.

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.

### **Safer Recruitment**

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

## **Person Specification**

### **ESSENTIAL**

- Experience of working with people with multiple needs, people who may have mental health challenges, offending behaviour, drug and/or alcohol problems.
- Skills in planning, organising and prioritising work to maintain accurate and timely reports.
- Excellent communication skills, including active listening.
- You are approachable, adaptable and have the ability to remain calm and work effectively under pressure.
- A full UK driving licence and access to a vehicle that can be insured for business use

### **DESIRABLE**

- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements, etc.
- An understanding of trauma informed practice

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department





## 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 Culture Statement

- We believe in a culture of positivity, inclusion, and kindness. Where celebrating diversity and respecting and supporting one another is the norm.
- We embrace an open and honest approach. Placing value on the little things, and encouraging creativity and curiosity.
- We work together to do the right thing. Celebrating quality, personal accountability, and excellence.
- We embrace change, seek out potential, and place no limit on opportunities to learn, grow, and develop.
- We are passionate about making a difference, and committed to making things happen.

## 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

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