

RECRUITMENT INFORMATION PACK

Housing Support Worker – Supported Accommodation (Park House)

Hours: 35 per week

Salary: £26,132

Annual Holidays: 6 weeks plus statutory 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.

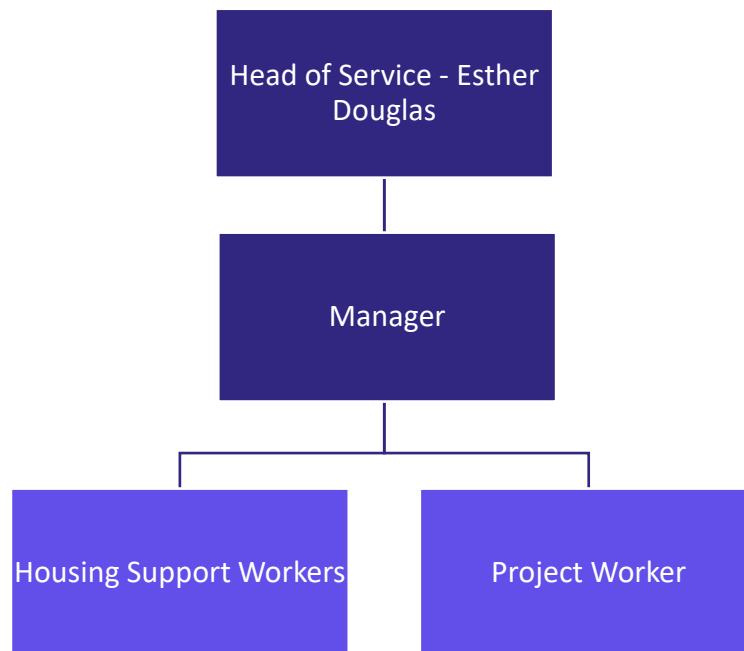
- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't 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

The Group Living Services (GLS) provides short-term accommodation and support for young people aged between 16 and 18. We support young people leaving care and unaccompanied asylum seeking children in need of accommodation. This service support young people to develop their independent living skills. We support the young people with tenancy management, money management, education and training, drug and alcohol problems, mental health, and offending behaviour. We create a safe, supportive and empowering environment for young people within the Group Living Service enabling them to move on to independent long accommodation.



Message from the Recruiting Manager

Hello,

We provide Supported Accommodation for care leavers aged between 16 and 18 who are transitioning from residential or foster care, emergency placements and unaccompanied asylum seeking children.

We are looking for Support Workers who are passionate about supporting children and young people during this difficult time. Our Support Workers need to be motivated, resilient and committed to work alongside young people to actively promote independence and promote a positive transition towards adulthood.

We work on a multi-agency basis and in partnership with a wide range of other professionals to ensure that we are giving the young people the best quality of support possible. Working with the young people, treating them equally and without discrimination.

We have three houses across Bradford, and we are looking for people who are wanting to be part of a team delivering excellent support, create a homely environment for the young people to live in and really want to make a difference to the lives of the young people we support, then look no further.

I look forward to hearing from you.

- Esther Douglas



Job Description

REPORTS TO: Scheme Manager

You will encourage independent and positive behaviours in accordance with the individuals personal support plan. You will assist with domestic duties and the emotional aspects of maintaining an accommodation and liaise with other support networks. You will support and encourage young people to develop existing skills and gain confidence in order to move to permanent housing as soon as realistically possible The Group Living Service covers three services across Bradford, which you will be required to support, travelling is therefore an essential requirement for this role.

RESPONSIBILITIES

- Maintaining regular contact with young people assigned to you through individual support and Risk Management Plans.
- Encouraging and supporting young people to address their health needs and improve their health and well-being.
- Engage young people in education, training, employment, or work-like activities.
- Providing a supportive atmosphere, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Supporting the young people to become Tenancy Ready and to move on and sustain longer-term housing.
- Helping to co-ordinate involvement activities for the young people, for example cook and eat sessions, gardening, house meetings etc. and supporting young people to engage in those activities to enhance their social and personal development
- Deliver Tenancy Ready training activities such as managing money and confidence building on a one to one basis and in a group settings
- Ensuring that the young people are safeguarded and protected from abuse in their home and in the community.
- Undertaking duties in respect of referrals, needs assessments, allocations, lettings and signing up new clients.
- Encouraging and assisting young people to participate in decision-making.
- Explaining and issuing 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).
- Assisting young people with accessing and maintaining welfare benefit entitlement and helping with budgeting.
- Ensuring rents, service charges and personal charges are collected and accounted for in line with the Association's Housing Benefit Protocol.
- Ensuring that the service's properties, fixtures and fittings are kept clean and well maintained and that repairs are reported and dealt with promptly.
- Carrying out security, health and safety checks of all properties as required.
- Ensuring that professional boundaries are maintained at all times.



- Undertaking 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.
- Encouraging young people to behave in ways that do not create neighbourhood nuisances or what may be considered as anti-social behaviour.
- Developing links and liaising with other professionals and agencies as appropriate to the young persons' support needs.

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 children and young people
- Knowledge and understanding of issues facing care leavers and looked after children
- Knowledge and understanding of issues facing unaccompanied asylum seeking children
- Hold a level 3 NVQ qualification in Health and Social Care with Children and Young People or the willingness and ability to undertake this qualification once in post

DESIRABLE

- An understanding of Ofsted regulations (this could be in relation to children's homes or education settings)
- Evidence of vocational training and/or professional development in relevant skills for the post e.g. working with young people, mental health housing, management
- Experience of housing management including health and safety, repairs and maintenance, property checks, tenancy agreements, etc.



Our Values



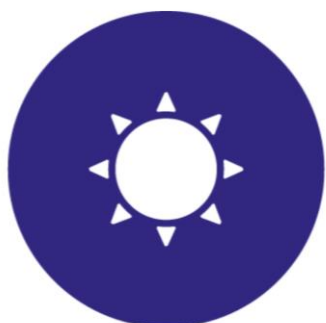
Be Supportive

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. Please pay particular attention to the Supporting Statement – we are unable to consider applications that don't address the person specification in this section.

Contact us

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