

RECRUITMENT INFORMATION PACK

Housing Support Worker – Bradford Homeless Partnership

Hours: 35 hours per week

Salary: £26,132

Annual Holidays: 6 weeks + Bank Holidays

Location: Bradford

Multiple posts available, due to expansion of the service.



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.



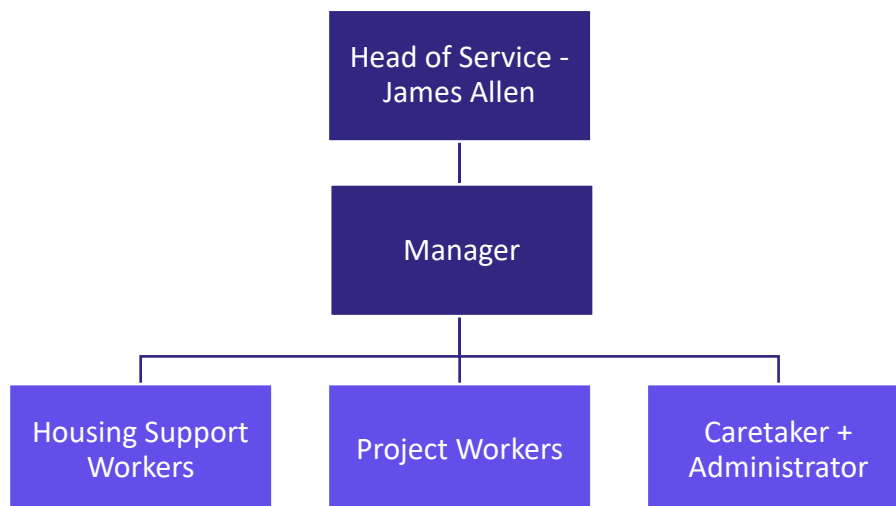
About the department

Bradford Homeless Partnership (BHP) provides short-term temporary and emergency accommodation and support for people who Bradford Local Authority owe a statutorily (legally) homeless duty. The aim of the service is to prevent the most vulnerable people from experiencing homelessness and rough sleeping. The three separate elements delivered by Horton are; families, including single parents, single men and single women.

Referrals are accepted 24/7 through the Housing Options Service. BHP offers tailored, person-centred and trauma informed support. Information, signposting and/or support will be provided to address independent living skills, mental health, substance misuse, and employment access. Resettlement assistance can be provided for up to 2 weeks after the people who we support move on.

A variety of temporary accommodation options are provided, catering to a range of needs, with a focus on safety and quality. Accommodation includes buildings with 24/7 access to on-site support and security.

BHP collaborates with local agencies to empower individuals and enhance independence. Our key service outcomes focus on securing long-term housing for the individuals we support, and ensuring they achieve sustained tenancies.



Message from the Recruiting Manager

Hello,

Thank you so much for your interest in this role.

We provide support to our residents to help them build essential tenancy skills, identify their goals, and work towards aspirations so that they can move on to enjoy fully independent futures. As a Housing Support Worker, you will hold a caseload of residents and meet with them regularly to build a support plan and help them achieve their goals. You will be based across a number of office and residential settings in Bradford, with some travel expected to provide essential support to those we assist in maintaining their tenancies.

You will be joining a newly formed, dedicated team of individuals who are passionate about supporting residents to turn their lives around and make a positive impact on our community. As we develop and shape this new service, your contributions, ideas, and experiences will play a vital role in ensuring we provide the best possible support.

This is a really 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 training tailored to your needs or interests.

The team works various hours each week, Monday to Sunday, 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 as supported in your role as our residents do.

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

Best wishes,

James Allen, Head of Service



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

- Work constructively with individuals through their Support and Risk Management Plans to assist them in their needs.
- 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.
- Provide a supportive atmosphere, encouraging feedback on the service, welcome complaints and respond appropriately.
- Encourage and support 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.

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 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
- A full UK driving licence and access to a vehicle that can be insured for business use

DESIRABLE

- Basic knowledge of housing legislation and providing support under housing law

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

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