

FUSION HOUSING - Job Description

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| Job Title | Housing Support Worker |
| Department | Housing Related Support |
| Location | Dewsbury or Huddersfield |
| Responsible to | Team Leader |
| Hours | Full time hours are 37 per week |

Main Objectives

To provide support to Fusion Housing clients so that they will be able to find and maintain suitable accommodation, develop independent living skills and become familiar with community resources.

There are 2 salary bands for Housing Support Workers - See Appendix A for details of the requirements for each role.

Key Responsibilities & Duties

To provide one to one support to a designated number of clients who need help to find and maintain suitable housing.

To work as part of an area based Housing Related Support team to ensure all client needs are met and that successful outcomes are achieved which meet their aspirations whilst promoting choice and well being.

Role Specific Duties

1. Participate in the staffing of a Housing Related Support rota, offering advice and information and where necessary facilitate access to other services; maintaining confidential records and details of any action taken.
2. Take a Lead Worker role for an allocated number of clients and maintain required capacity levels.
3. Work with clients to identify their housing and support needs in order to develop and implement a Support Plan which promotes choice and well being.
4. Ensure that clients who are homeless find suitable, affordable accommodation as quickly as possible.
5. Carry out regular risk assessments to ensure any issues are identified and responded to.
6. Meet with clients on a regular basis and encourage maximum independence at all times.
7. Maintain up to date case notes and support plans for each client.
8. Ensure that housing benefit and other relevant benefit claims are maintained and that the client is aware of and understands their tenancy agreement and housing rights.
9. Ensure that the client is aware of all necessary facilities within their tenancy and the local area.
10. Liaise with other local services to ensure that client's support needs are adequately met; including involvement in Early Help and Safeguarding procedures where necessary.
11. To play an active role in promoting all Fusion Housing services.
12. Attend and participate in regular internal and external meetings when needed.
13. Maintain an up to date knowledge of legislation and other information relevant to the role such as Welfare Benefits, Housing and Homelessness, Safeguarding and Sexual Health.

Organisational Responsibilities

1. Policies and Procedures

- 1.1 To participate in the formation and review of Policies and Procedures in the Fusion Office manual and to adhere to them.
 - 1.2 To support and abide by the policies and practices of the organisation with regard to Equality, Diversity and Inclusion and play a key role in its successful implementation.
 - 1.3 To work within the Health and Safety and Fire regulations and to be familiar with Health and Safety appliances, policy and procedures, fire drill and evacuation.
2. To liaise and promote Fusion's services with other organisations to build good working relationships and maintain them.
 3. A commitment to safeguarding children and adults at risk.
 4. To participate in strategic development of the organisation, internally and externally.
 5. To attend and contribute to staff meetings and other relevant meetings.
 6. To take joint responsibility for the effective use of support and supervision and annual appraisals.
 7. To work with the team in monitoring, evaluating and developing the services.
 8. To participate in relevant training courses.
 9. To complete all required information within Fusion Housing's Information System (FHIS) and manage email and other forms of communication effectively and check for policy updates in the office manual at least once per month.
 10. To undertake any other duties as required by the Director.
 11. To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.

Appendix A

Housing Support Worker Job Description

| Requirement | Salary Level 3A | Salary Level 3B |
|--|---|--|
| Support to clients with Green and Amber rated needs | Provide support to clients with an Amber or Green rated support need on a regular basis | Provide support to clients with an Amber or Green rated support need on a regular basis |
| Support to clients with Red rated support needs | Provide support to clients with Red rated support need alongside colleagues when needed | Provide support to clients with a Red rated support need on a regular basis |
| Housing, Homelessness and Welfare Benefits legislation knowledge | Effectively apply good working knowledge of housing, homelessness and welfare benefits legislation | Provide guidance to colleagues on housing, homelessness and welfare benefits matters when the need arises |
| Multi Agency Working | Work effectively with external agencies as and when needed, participate in Multi Agency meetings with the support of Line Managers or colleagues. | Work effectively with external agencies as and when needed and participate in Multi Agency meetings with regard to clients when required. |
| Production of written reports | When required with the support of Line Managers | Produce reports with regard to clients when required for Multi Agency Meetings and Statutory bodies. |
| Promotion of Fusion Housing Support Services | Accurately explain the purpose of and how to access Fusion Housing Support Services when appropriate. | Actively promote Fusion Housing Support Services with external agencies through participation in forums and other external events. |
| Liaison with other areas of Fusion Housing provision | Liaise / co-work with other areas of Fusion Housing provision to help ensure clients needs are met effectively | Liaise / co-work with other areas of Fusion Housing provision to help ensure clients needs are met effectively and participate in working groups to help develop and improve service provision when required. |
| Accurate records of work undertaken with clients | Ensure that an accurate record is made of each contact or attempt to contact a client. Undergo regular Support Plan reviews with clients and ensure any other necessary paper work is completed and up dated as required. | Ensure that an accurate record is made of each contact or attempt to contact a client. Undergo regular Support Plan reviews with clients and ensure any other necessary paper work is completed and up dated as required. Provide guidance for other staff members on case note recordings as and when needed. |
| Risk Assessments | Ensure that all information pertaining to risk is accurately recorded and that risk ratings are reviewed and amended when required. | Ensure that all information pertaining to risk is accurately recorded and that risk ratings are reviewed and amended when required. Provide guidance for other staff members on matters pertaining to risk as and when needed. |
| Use of IT Systems | Be able to effectively use internal and external IT systems as required. | Be able to effectively use internal and external IT systems as required and provide guidance for other members of staff when needed. |