



Housing Support Worker

JOB DESCRIPTION

Job Title:	Housing Support Worker
Reporting to:	Housing Manager
Responsible for:	Clients support work and case management
Salary:	£19-21k (dependent upon experience)
Hours:	35 hours per week
Location:	1 post Newcastle

Introduction

North of England Refugee Service (NERS) is a charity that provides a range of services to Refugees and Asylum Seekers.

The post holder will be working in a small team offering ongoing planned support to those who have been granted leave to remain in the UK. This will include support with accommodation, health, benefits and training, with the aim of clients achieving independence and moving from our supported accommodation into social or private housing.

Main duties and responsibilities:

1. To assist the Housing Manager in the day to day running of the Supported Housing Project as directed, particularly the one-to-one support of clients.
2. To work with clients who have recently been granted leave to remain in the UK and have moved into our supported housing. To undertake an assessment of needs for new housing tenants, produce a detailed support plan, risk assessment, and to ensure that these are reviewed regularly and delivered to a high standard.
3. To work one to one with clients to help with issues around health, benefits and budgeting, education, and social integration; liaising with other agencies, advocating on their behalf to enable them to access support; signposting and accompanying clients to appointments as necessary.

4. Supporting clients to make an application to Tyne and Wear Homes and help with bidding and moving on to independent private or social housing in line with policy and procedures.
5. To work with clients to help them to fulfil the requirements of their occupancy agreements with landlords and to manage the properties well. Reporting any necessary repairs to landlords and monitoring progress to completion.
6. To work alongside clients in a person-centred way and help them to address their needs and aspirations as identified in their support plans and to actively move towards living independently.
7. Undertake any tasks that may be reasonably requested by the Housing Manager.
8. Maintain accurate and confidential records of client support and case work, ensuring client files are updated and information entered into the internal Lamplight database; implement agreed monitoring procedures and ensure information is fed into structured evaluation processes.
9. To work as part of a team to implement service standards and operational policies.
10. Work with the team to respond to new and emerging needs previously unmet by the service.
11. Commit to personal development and attend training, meetings and conferences relevant to the work and to attend personal supervision sessions at the direction of the housing manager.
12. To assist clients with practical tasks based upon their needs and aspirations as identified in their support plan and key work sessions.
13. To build and maintain positive working relationships with voluntary, statutory and health organisations and networks in the area in order to liaise with, signpost and refer service users.
14. To work alongside and supervise volunteers and social work students, under the guidance of the housing manager.
15. To ensure appropriate data is recorded and managed through the City's on-line, Gateway system and full compliance with any associated KPI's.

Flexibility:

Given the nature of the work supporting vulnerable clients, it may be necessary that jobholders are prepared to work outside of their notional hours of work when occasion demands or to cover out of hours emergencies in the absence of the housing manager.

PERSON SPECIFICATION

Applicants should be able to evidence working in the following areas or give examples to satisfy the following criteria:

<p>Skills</p>	<p>Essential: IT literate with experience of using email, word processing, spreadsheet packages and databases. Excellent communication and interpersonal skills that include report writing and verbal skills. Excellent administration skills with ability to maintain accurate and confidential written records. Highly organised with the ability to manage own time and workload, responding to and prioritising a range of competing demands. Ability to work flexibly and with a helpful attitude as part of a team.</p> <p>Desirable: Ability to negotiate clearly and sensitively with statutory and voluntary agencies on behalf of clients. Able to use own initiative to solve problems and manage difficult situations. People management skills; the ability to train, develop and supervise students, volunteers working in the team.</p>
<p>Knowledge</p>	<p>Essential: A working knowledge of either housing/homelessness legislation; or the Immigration and Asylum system.</p> <p>Desirable: Working knowledge of legislation and issues relevant to refugees and asylum seekers and an understanding of the issues facing asylum seekers granted leave to remain in the UK. A working knowledge of the welfare benefits system, e.g. Universal Credit. Knowledge of housing issues affecting vulnerable people.</p>
<p>Experience</p>	<p>Essential: Experience of providing high quality support and confidential services to vulnerable clients.</p>

	<p>Experience of assessing and monitoring clients' needs and risks.</p> <p>Desirable: Experience of working with refugees or asylum seekers. Experience of working within the statutory or voluntary sector. Experience of developing and maintaining partnerships and referral pathways. Experience of working with interpreters and those speaking English as a second language. Experience of housing/property management work. Experience of assisting benefits claimants with their claims.</p>
<p>Additional</p>	<p>Essential: A genuine desire to support people seeking asylum, refugees and other migrants. An understanding of and commitment to anti-discriminatory practice and promoting diversity. Understanding and empathetic with an ability to maintain professional boundaries. To be part of an out of hours on-call arrangement for client emergencies or urgent service matters</p> <p>Desirable: An understanding of statutory and voluntary sector services available to refugees. Co-operative approach to working with partners and other organisations to maintain strong positive partnership working.</p>

This post will require a DBS check and the taking up of 2 references.

Closing date: Monday 6th September 2021, 17.00.

Application form can be downloaded from our website.

This is a re-advertisement – previous applicants will be considered.