

RECRUITMENT INFORMATION PACK



Support Worker Halifax

35 Hours per week
Salary £21,630 per annum

OUR VISION

A society where everyone has the best possible quality of life.

OUR MISSION

To help people to live the best life they can through the provision of high quality housing, training, care and support.

OUR VALUES

- H** Helping people
- O** Outstanding service
- R** Ready, willing and caring
- T** Training and developing
- O** Open to new ideas
- N** Never giving up

**Best Supported
Housing Landlord 2020
UK Housing Awards**



Being part of an award winning organisation 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 young people, older people, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes including hostels, and supported housing 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.

Horton Housing is committed to equality and diversity and providing services which are inclusive and accessible for everyone.

Our people

We are committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make. We welcome applications from a wide range of candidates and are committed to ensuring that no job applicant or colleague receives less favourable treatment on 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.



INVESTORS IN PEOPLE™
We invest in people Standard



About the Scheme/ Department

Craven Mount is a service for people who have experienced homelessness, including rough sleeping. The service provides eight units of self-contained accommodation with staff on site 24 hours a day 365 days a year. Craven Mount is a person-led, strength-based service that focuses on the strengths and assets of individuals rather than deficits. Craven Mount is a co-produced service that works in partnership with other organisations to ensure people have timely access to the support and help they need.

The Craven Mount support team will work closely with Horton's housing management team to ensure all properties provide safe, well-maintained accommodation from which people can achieve their goals.

Job description

REPORTS TO : Scheme Manager

JOB SUMMARY:

The strength-based approach is about enabling people to use their talents and abilities to solve their own problems. You will work with people to build their confidence to enable them to do this. You will work alongside individuals to:

- Provide a personalised coaching approach for those going through the toughest of life's transitions
- Broker opportunities from local communities that nurture and develop the talents and abilities of each person
- Facilitate individual development so people transition out of their situations and take control of their lives within their communities
- Work with a range of organisations and volunteers to assist people to build up new and positive friendships and networks, through developing community relations that will provide new opportunities for people to develop their talents and networks

You will be required to work flexibly on a rota that will include evenings and weekend work.

RESPONSIBILITIES:

- Provide a trauma informed, strength-based approach to working alongside people who have a range of individual needs, including people experiencing issues related to the 4 HARM areas:
 - Homelessness
 - Addiction (substance misuse)
 - Reoffending
 - Mental ill-health

- Work alongside individuals to assist them to achieve their goals. Examples may include:
 - Successfully maintaining accommodation
 - Accessing health services
 - Accessing mental health and/or substance recovery
 - Building up positive relationships with friends/family and building community relations
 - Developing new positive interests
 - Undertaking life skills training
 - Better financial management
 - Clearing former debt
 - Compliance with statutory orders
- Conduct regular one-to-one contacts with individuals, in order to provide practical assistance, and encourage them to take a positive approach to achieving short-term and long-term outcomes
- Work in collaboration with other organisations to accelerate engagement and to achieve a range of outcomes with individuals
- Maintain accurate case-notes/statistical information and contribute to management/commissioner reports

LEGAL AND STATUTORY RESPONSIBILITIES:

- Demonstrate a commitment to the organisation's vision, values, aims and core objectives and to be prepared to contribute towards and promote these aims within your area of responsibility and the wider organisation
- Demonstrate commitment to ensuring and promoting equality and diversity, treating others with dignity and respect at all times.
- Undertake relevant training as required
- Undertake the above duties in accordance with Horton Housing Association's policies, procedures and values
- Comply with the Health & Safety policies in operation within the organisation and participate in required statutory and corporate training as required.
- Ensure compliance with relevant data protection legislation
- Perform any other duties from time to time that may reasonably be 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.

Person specification

Skills, Knowledge & Experience

- A respectful and clear approach to communicating with others
- Passionate about people using their talents and abilities to solve their own problems
- Knowledge of the challenges faced by people experiencing homelessness including rough sleeping. This knowledge could have been gained through lived experience or in a paid or voluntary capacity
- Knowledge of the challenges faced by people experiencing drug and alcohol addictions. This knowledge could have been gained through lived experience or in a paid or voluntary capacity
- Excellent interpersonal skills and the ability to work in a person-led way
- Possess high levels of emotion intelligence and resilience
- An understanding and/or experience of strength-based, trauma informed, person-led approaches to working with individuals
- Commitment to contribute towards creating and working in a Psychologically Informed Environment (PIE)
- A commitment to partnership working
- Good IT Skills
- Ability to work flexible hours, including evenings and weekends

(see our values and benefits below)

Our Values



Helping people

You are committed to working as part of a team and supporting others to be their best self at work each day. You are energetic, professional, open-minded and able to build positive working relationships both internally and externally. You understand and respect that others have different priorities and needs from you.



Outstanding service

You believe in our vision, mission and values. You have the ability to communicate effectively with everyone you come into contact with. You treat everyone with dignity and respect. You are a good listener who is patient, empathetic and supportive in your dealings with others.



Ready, willing and caring

You are self-motivated and comfortable working both independently and as part of a team. You are a proactive decision maker who can positively influence change. You are resilient and have the ability and confidence to manage stressful situations in a consistent manner.



Training and development

You take responsibility for your own learning and development and support others to do the same. You keep up to date with changes, developments and trends in your area of expertise. You are a reflective learner who takes responsibility for your actions, responds to feedback appropriately and learns from your mistakes. You are not afraid to ask for help and support.



Open to new ideas

You take a proactive approach to decision making and problem solving by offering pragmatic solutions. You are open minded, curious and willing to embrace innovation and change. You are willing to listen to and learn from others.



Never giving up

You are positive and motivated to provide a high level of service. You respond to any situation in a calm, confident and supportive manner. You are not afraid of a challenge.

Benefits

We aim to support you during your career with us and hope that working here is a fulfilling experience as you help us to run our services or directly work with people to help them improve their lives. In return, we offer our colleagues a range of **personal development**, **financial** and **health and wellbeing** benefits, some of which are provided by us, and others by external organisations, such as:

-  6 weeks' annual leave plus statutory holidays
-  Contributory Healthcare Plan
-  Cycle to Work Scheme
-  Access to and funding for continuous professional development (CPD)
-  Travel Expenses
-  Contributory Pension Scheme
-  Interest Free Loan Scheme

Contact us

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