

RECRUITMENT INFORMATION PACK



Floating Support Worker STAY at Home – Keighley

Hours: 35 Hours full time (Permanent)
Hours: 21 Hours 3 days part time (Temporary)
Salary: £21,630 per annum – full time
(Pro-rata part time)

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



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

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 misuse, 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 service

STAY at Home provides housing-related support for people in the community who have experience periods of homelessness, are at risk of becoming homeless, or have an unsettled lifestyle.

The STAY at home team visit individuals at a place that is convenient for them, often in their own home, temporary accommodation or a family member's house, public place or at our office.

The service supports individuals who may have high levels of support needs, people who may be experiencing or have experienced problems with drugs or alcohol use and poor mental health. The services provides individuals with floating support to enable them to manage their own personal development and support plans to help them transition out of difficult circumstances and take control of their lives.

We provide a service to people who may be socially excluded and have difficulty in accessing services. We enable people to become 'Tenancy Ready', to maintain their tenancies and to move-on into homes of their own. We encourage and support people to develop new and existing skills and gain confidence in their ability to manage their own homes independently.

We tailor support in consultation with the individuals taking into account their needs to achieve the best outcome for them. We provide opportunities for people to explore and realise their own potential and build resilience through innovative activities, informal learning and volunteering.

STAY at Home is part of the STAY Multiple Needs Service

Job description

JOB SUMMARY:

You will be responsible for providing person-led support across a number of properties in Keighley based on the individuals need, risk assessment and support plan. You will assist individuals in the practical and emotional aspects of maintaining their accommodation and liaising with any other support networks. You will be helping people to develop new and existing skills to help them sustain their accommodation, and move on to long-term housing.

RESPONSIBILITIES:

You will...

- Manage your work in accordance within the services delivery standards
- Proactively work with individuals through Support and Risk Management Plans to provide individual person-led support
- Support people to become Tenancy Read and into sustainable long-term housing by maintaining their existing tenancy agreement
- Support individuals to enhance their social and personal development skills

- Ensure individuals are safeguarded and protected from abuse in their homes and in the community
- Encourage people to become part of their neighbourhood through positive social interaction
- Encourage and support people to access appropriate sustainable accommodation and in setting up and maintaining their homes
- Engage people into education, training, employment, or work-like activities
- Provide support in a positive environment, encouraging feedback on the service and responding appropriately to the feedback provided
- Encourage and assist people to participate in decision-making
- Assist people to access welfare benefits, entitlements and budgeting skills
- Ensure that professional boundaries are maintained at all times

Scheme Administration

- Accurately maintain all personal and scheme related written and electronic records
- Ensure the Association financial and monitoring systems are adhered to, in line with the Financial Regulations.
- Participate in meetings as required. For example, team meetings and meetings with other professionals
- Undertake relevant training and development, as required

Partnership Working

- Develop links and liaise with other professionals and agencies as appropriate and in accordance with the individuals need
- Liaise with other agencies to ensure accurate and timely information is obtained and exchanged, from applicant referral through to exit
- Promote the service and the organisation positively in all communication with others

CORPORATE RESPONSIBILITIES:

The organisation expects all Colleagues to demonstrate a commitment to its vision and values, aims and core objectives and to be prepared to contribute towards these aims within their team.

- 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.
- 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

- An insight and understanding of people who have experienced periods of drug and alcohol use, poor mental health and periods of homelessness (in a paid or in a voluntary capacity)
- Experience of working in a housing and/or health and social care setting. Examples include tenancy management, housing related support, supported housing, hostel and residential care
- An insight and understanding into assisting people with the practical tasks involved in maintaining their own homes
- Evidence of vocational training and/or professional development in relevant skills for the post (eg: mental health, welfare benefits, housing, drug & alcohol awareness)
- An awareness of agencies available to people in the statutory and voluntary sector including a basic knowledge of the welfare benefits system

ESSENTIAL FOR THE ROLE

- Ability to maintain professional boundaries
- Commitment to Equality & Diversity
- Proficient with Microsoft Office (Word, Excel, Outlook)
- Valid driving licence and use of vehicle insured for business use

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 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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