**Job Description and Person Specification**

**HOUSING SUPPORT WORKER**

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| **Remit** |
| To perform a flexible role in accordance with the contemporary strategy of Trust in Fife (to be referred to as ‘the organisation’) and to provide a housing support service within a homeless hostel.  The role of the Housing Support Worker is to provide housing support to homeless clients residing in one of the organisation’s accommodation units. The Housing Support Worker remit is to work in line with housing and homelessness legislation, the Scottish Social Service Council’s code of practice and the Care Inspectorates housing support framework.  The Housing Support Worker is key to this core service, in that they provide the day-to-day operational requirements to enable the hostel to function, as well as the support and guidance required for clients to sustain their accommodation and progress to more independent living. Shift work as part of a rota system and taking part in an on-call service will be a requirement of the role. |

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| **Accountable to:** | Senior Housing Consultant |
| **Responsibility for staff:** | None |

*A Housing Support Worker must carry out their duties with full regard to Trust in Fife’s Equal Opportunities Policy.*

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| **Personal Qualities**  The organisation is looking for an individual who can carry out all tasks with a high level of professionalism and will exercise reasonable care, skill, and diligence in all aspects of their work, with the expectation that the individual will always act in the best interests of the organisation.  The individual should be flexible and able to adapt to changes related to service requirements, use personal autonomy whilst still working as part of a team, be honest and trustworthy, show empathy, and have excellent communication skills.  It is imperative that the individual works in a non-judgmental and sensitive way, understanding and promoting the needs of the client, regardless of gender, race, ethnicity, religion, disability, sexual orientation, and lifestyle. |

**Job Description**

**Main Duties**

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| Housing Management and Health & Safety:   * Manage and report maintenance, repairs and refurbishment requirements. * Monitor safety and security of the building and residents. * Conduct health and safety checks and fire drills, following related guidelines. * Carry out daily cleaning duties, and monitor client daily tasks. * Manage incidents, accidents, issues, and the concerning behaviour intervention process.   Housing Support:   * Keyworker duties, including updating the case management system and reviewing support and risk management for assigned clients. * Carry out planned and ad-hoc weekly support, focusing on independent living skills that enhance and prepare clients for sustainment in permanent housing. * Ad-hoc support, including emotional support. * Carry out group workshops and activities to enhance housing skills and social inclusion.   Teamwork:   * Working a shift pattern within the accommodation units, assuring full service is maintained. * Share positive feedback, successes, and external training to enhance the service. * Promote cross team and interagency working to benefit clients within the community. * Abide by GDPR and the organisation’s policies and procedures.   Administration:   * Carry out occupancy check-in with clients, including all related paperwork and building orientation. * Referral to external agencies for additional support needs such as suitable accommodation, medical need, mental health, addiction, social inclusion. * Log all interactions with clients using the organisation’s case management systems. * Carry out occupancy check-out, including all related paperwork and preparing the room for a new client.   Learning and Development:   * Participate in continuous professional development. * Take part in support and supervision meetings with line manager. * Participate in team meetings and in-house training sessions. * Comply with the SSSC Codes of Conduct and registration. |

**Contingencies**

It is in the nature of the work of the Trust that tasks and responsibilities are, in many circumstances, unpredictable and varied.  The Housing Support Worker is expected to work flexibly in the best interests of the Trust when tasks, which are not specifically identified in this document, have to be undertaken.  These additional duties will, normally, be compatible with the regular type of work.  In consultation with the Senior Housing Consultants, should additional responsibilities or tasks become a fundamental part of their job, these will be added to this job description.

**Person Specification – Housing Support Worker**

**Introduction**

This person specification has been drafted to provide a clear and consistent method of selecting candidates for this post. It identifies the key skills, abilities and attributes which a successful applicant will demonstrate. Candidates applying for this post will need to demonstrate they possess the required knowledge and have experience of successfully applying their skills.

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| **Attribute** | **Essential** | **Desirable** |
| **Education / Qualifications**  **(Application form)** | * Willingness to undertake continual professional development. * Applying for and maintaining registration at the appropriate time and as specified by the SSSC. | * SVQ II or III Health & Social Care. * Current registration and compliance with the Scottish Social Services Council’s Code of Conduct (SSSC). |
| **Experience**  **(Application form and interview)** | * Experience of working in a similar support/hostel setting. | * Experience of working with vulnerable individuals with varied needs. |
| **Knowledge**  **(Application form and interview)** | * Knowledge of housing and homelessness in Scotland. | * Knowledge and understanding of housing and homeless legislation and guidance. |
| **Skills**  **(Application form and interview)** | * Ability to adapt quickly within a varied role. * Ability to work as part of a team. * Ability to work within a lone working environment. * Good communications skills, both verbal and written. * Good organisational skills. * Ability to work within professional boundaries | * Knowledge and experience of using Microsoft Office software. |
| **Attitude**  **(Interview)** | * A commitment to the policies and procedures in place within the organisation. * Commitment to the aims of the organisation. |  |
| **Personal Circumstances**  **(Application)** | * Appropriate PVG return. * Willingness and ability to undertake shift work and take part in an on-call service. | * Full driving license. |