

JOB PROFILE		
Job Title	Function / Area / Scheme	Line Manager
Homeless Support Worker	May Place	Service Leader
JOB PURPOSE <p>No car parking in site.</p> <p>Are you looking for a challenging and rewarding role where you are able to empower people every day to develop their skills and move towards independence? Do you enjoy working in an environment where every day is different to the next? Then this could be the role for you.</p> <p>You will be working as part of a team to provide support to our homeless clients. You will love helping others and enjoy supporting individuals to achieve their goals and to become more independent. Your positive attitude towards your work and others will help to contribute to a great working environment. You will have a calm and personable manner and be able to handle potentially difficult situations.</p>		
MAIN RESPONSIBILITIES <ul style="list-style-type: none"> You will have your own caseload of clients to manage and will work with them on a one to one basis. You will identify their needs by listening to them and put together a client needs assessment and manage risks. Carrying out housing management duties such as collecting service charges at various locations Covering Health and Safety duties at various locations Support to move clients on from accommodation services to suitable accommodation options You will mediate and or negotiate with existing housing providers to help prevent homelessness You will help and support individuals by providing advice on housing, welfare benefits, rent deposits and household goods via a variety of schemes. You will help clients with the practicalities of moving to new accommodation, such as contacting energy suppliers You will encourage individuals to develop practical skills such as budgeting, shopping, cooking, housework, laundry, personal health and hygiene Carrying out drop in sessions at designated locations. Liaise with colleges, training agencies, employers to help clients to gain access to education, find work or maintain their benefit entitlement Advise client on appropriate agencies to contact i.e. debt and housing issues Travel and cover services across a geographical patch as and when required Any other reasonable duties required in the interest of the organisation 		

KNOWLEDGE, SKILLS, EXPERIENCE & ESSENTIAL QUALIFICATIONS/TRAINING

ESSENTIAL CRITERIA FOR ROLE (Minimum requirements on appointment to this job)

Previous experience in this sector is not essential but you will be able to demonstrate a real passion for wanting to work with vulnerable people in the homeless sector. Our values will be aligned to your own ethics and ideals and you will be committed to changing the life of others for the better.

- Clear verbal and written English
- Good IT and keyboard skills
- Polite, assertive manner, ability to self-motivate
- Passion for working in a client/customer facing role
- Knowledge of the benefits system and tenancy legislation
- Have an interest and genuine concern for homelessness and related issues
- Knowledge of voluntary and statutory agencies
- Flexible approach to what is required from the role

SUMMARY OF TERMS & CONDITIONS OF EMPLOYMENT

Payment:	Paid on or around 25th of each month directly into your bank account
Hours of Work:	37hrs
Pension:	Contributory pension with the Social Housing Pension Scheme
Annual Leave:	25 days increasing by 1 day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this
Probationary Period:	Six months for new employees
Notice Period:	4 weeks
Travel:	Business mileage paid (HMRC rate)