## The Foxton Centre - Housing First Worker

## Job Description

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| POST: | **Housing First officer** **X 2** |
| HOURS: | 37 hours per week hours flexibly including evenings and weekends |
| PLACE OF WORK: | The role is based at supported accommodation offices within clients properties. |
| EMPLOYER: | The Foxton Centre |
| RESPONSIBLE TO: | Housing First Team Manager |
| SALARY:  CLOSING DATE: | £21,683.00  Friday 24th September 2021 |

**Main Role**:

Support the ongoing work within our Preston Housing First Service. To support clients who were previously long term homeless in maintaining shared accommodation with an aim to successfully live independently. Manage caseloads and 1:1 support for clients.

**Main tasks and responsibilities**.

* As a member of the team you would provide high quality, support for clients through case work and 1:1 support
* Deliver face to face sessions daily with a person centred approach
* To maintain a caseload of clients and offer clients assertive, consistent, ongoing advice and guidance tailored to their individual needs.
* Responsible for liaising and networking with partner agencies and feeding into strategic multi-agency groups, as well as completing referrals to other agencies
* Carry out risk assessments in relation to all clients, and carry out regular reviews in line with our risk management protocols
* Administration duties such as compiling statistics and progress reports, including recording and monitoring of case loads
* Complete high quality professional standard recordings
* Evaluate and monitor the work as required and update monitoring databases including reviewing client progress with service users using evidence-based review tools.
* Identify ways in which project services can develop and improve with special reference to homeless and vulnerable people in Preston.
* Participate and contribute to Foxton Centre Team, contributing to the ethos of continuous improvement
* Proactively engage with difficult and vulnerable clients and support clients to make informed choices about their own wellbeing
* Advocate where possible on behalf of clients with external agencies e.g. Drug / Alcohol Services, Probation, Health Care Providers
* To motivate and help clients access pathways to accommodation and ensure they comply with terms of their tenancies
* Accompany clients to attend appointments and where possible to encourage the clients to represent themselves
* Support and assist viewing properties
* Proactively negotiate and complete support plans with each client with a task focused approach
* Undertake welfare checks on a regular basis
* Provide clients with practical and emotional support to address Housing First Principles of active engagement, and build on client’s strengths
* Support clients on a shared housing model and understand the complexities this may bring.
* Work pro-actively with a range of support agencies to develop and apply packages of care designed to solve problems that threaten the successful tenancy of clients.
* Ensure all service users case files are up to date and relevant, in line with The Foxton Centre policy and procedures.
* Proactively manage a case load and work independently
* To work within the homes of clients in a supported accommodation approach
* To lone work within guidelines and The Foxton Centres policies and procedures
* To continually and dynamically risk assess for both staff and clients
* To work in a therapeutic manner in line with Psychological Informed Environments practice.
* To undertake and co-ordinate weekly house meetings
* To work creatively with people to overcome barriers associated with rough sleepers.
* To complete daily living skills with clients ie. Cleaning, cooking, budgeting and on an individual and group work basis.

**Other tasks and responsibilities**

Undertake training as identified and required

* Attend regular supervision and undertake training
* Attend and participate in regular Team Meetings.
* Staff will include addressing any anti-social behaviour, completing housing benefit claims and addressing any issues upon the start of tenancy's. Dealing with council tax and utilities bills as and when required
* Monitor furniture, equipment, laundry, white goods, cleaning and gardening services charges and arrears.
* Lead house meetings and address any tenant/staff issues.
* Liaise with other relevant agencies
* To liaise with housing management services to co-ordinate repairs to properties
* Liaise with the Team Leader regarding financial records, tenant changes, monitor rents and tenancies to ensure amendments are completed correctly and in as timely a manner as possible.
* Undertake any other duties as required.

**Housing First Project Worker**

**Person Specification**

* Experience in working with client experiencing homelessness
* Managing complex and difficult situations in relation to people
* Experience of case work including case management systems
* Experience of completing administration tasks such as compiling data, stats and reports
* An understanding of housing issues and regulations
* Ability to liaise with and co-ordinate the work of a number or agencies / individuals to achieve effective outcomes for clients
* An understanding of the issues involved in providing support to people with mental health and complex needs
* Adhere to policies and procedures within the organisation
* Ability to be flexible in approach and a commitment to Diversity and Equality.
* Understanding of professional boundaries and the importance of confidentiality
* Understanding of the issues involved in providing support to people with complex support needs including alcohol and substance dependency, as well as enduring mental health needs

**The Foxton Centre – Housing First Worker (Homelessness)**

**Person Specification**

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| **Essential (E) and Desirable (D) Requirements** | | |
|  | Requirement | Where Assessed |
| **Values:** | Be strongly committed to all people in society having the same opportunities as each other (E)  Be strongly committed to treating people fairly and with respect no matter what their race, gender, sexual orientation, religion or ability (E)  Be strongly committed to non-judgemental approaches to working with homeless and/or vulnerable people. (E)  Be strongly committed to the values of the Foxton Centre as expressed in its Mission Statement. (E) | CV / Interview  CV / Interview  Interview  Interview |
| **Understanding**: | An understanding of difficulties and problems facing homeless people including those sleeping rough and of the ways in which those issues can be overcome. (E)  A working knowledge of appropriate referral pathways, housing legislation and benefits rights. (E)  Understanding of working with vulnerable men and women experiencing long term homelessness (E)  A working knowledge of the statutory and voluntary sector housing services and providers. (D)  Interest and understanding of trauma informed working practices (D) | CV / Interview  CV /  Interview  Interview |
| **Qualifications:** | A health/social care or equivalent qualification. (E)  Lived and or work experience of alcohol/substance misuse, homelessness mental health issues. (E)  Able to work flexibly un-sociable hours maybe be required to fit the needs of the project | CV/  Interview |
| **Ability to:** | Advocate successfully on behalf of clients if required (E)  Work successfully with vulnerable people, colleagues in a range of agencies (E)  Work independently and as part of a team. (E)  Keep accurate and up to date confidential records/evaluation to a high standard. (E) | Interview  CV/Interview  Interview  CV/Interview |
| **Experience:** | The successful candidate will have:  At least one years’ experience of working with vulnerable and/or homeless people. (E)  Experience of working as part of a team and also lone working. (E)  Experience of networking with service providers. (D) | CV  CV/Interview  CV/Interview |
| **General:** | Be willing to participate in further training relevant to the post. (E)  Comfortable and pro-active in working with vulnerable people. (E) | CV  CV |