

# JOB PROFILE



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Job Title: Support Worker  
Department: Housing  
Location: Kingsland Hub  
Reporting to: Recovery Coordinator

Contract Type: fixed term for 11 months

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## INTRODUCTION

PBHA is a housing association with charitable aims that creates positive change in people's lives. As well as homes and support, we empower people to learn, access work and discover their creative talents. Based mainly in Hackney and Islington, we work with people who are homeless, have mental ill health, learning difficulties and multiple needs. Our work enables people to move on and lead independent lives.

We are committed to mutual support, participation and personal development for both staff and service users.

### Putting the role in context

Support workers work in our housing related support team, reporting to the Housing Services Manager. The post holders will work closely with other departments in PBHA to ensure a wraparound recovery focused service for tenants.

### Aims of the Post

Support workers hold an individual caseload, inspiring and challenging tenants to focus on developing their strengths, via a brief housing related support intervention

They provide direct personal and practical skills development interventions to and with tenants with complex needs including mental ill health and substance use needs. They will outreach to tenants' homes and tenants will also visit them in PBHA's community hubs.

They support tenants and clients to access appropriate statutory and voluntary services as well as internal services available to tenants and clients within PBHA.

They work in conjunction with the housing team to support tenants and to ensure positive move on and avoid placement breakdown.

### Specific Responsibilities

#### a. Support to build recovery capital

Help tenants to identify internal and external resources necessary for an individual to achieve and maintain recovery.

Provide time limited support interventions on a 1-1 and group basis, focusing on supporting tenants to recognise and develop their personal assets and to accommodate their difficulties via re-enablement and skills development activities, including crisis prevention.

To provide training and group work, offering a range of appropriate groups, e.g. nutrition training, assertiveness skills, confidence building, mindfulness, stress management (following appropriate training).

Support tenants to develop and sustain support networks within their community, including to access specialist support services where needed.

Helping them maintain and develop their skill base, (re)gain general IT skills, including providing particular support with CV writing, online applications, shopping online etc.

Support tenants to connect with others who have experienced emotional challenges.

Help tenants identify what they can contribute to PBHA and the wider community support them to be more active members of their community, with a particular focus on volunteering and peer support

To offer support and encouragement to tenants to participate and get involved in the running of PBHA

Collaborate with other PBHA services including those in Adult Learning and Employability and Enterprises to support tenants to access wider PBHA support programmes or placement programmes, especially during initial stages.

Effectively use the client database to ensure real time information informs all teams across PBHA.

#### **b. Safeguarding and Support**

Ensure that tenant move on plans are developed at the outset of their placement and that interventions and progress are reviewed on a regular basis. Provide guidance on rehousing options relevant to each stage of the placement.

Ensure that individual support plans and assessments are evaluated, reviewed with tenants on a regular basis and in response to changes in circumstances. Ensure that both needs and assets are identified through the assessment and review process, ensuring that any problems are addressed at an early stage and that necessary measures are put in place to prevent placement failures.

Ensure that support is focused on coaching tenants to achieve personal goals and deliver 1-1 support in a way that maximises tenants' opportunities to practice self-management skills.

Provide support interventions at a level of intensity and frequency dependent on where on their journey tenant is. Work as part of a team with support colleagues and others to manage pathway.

Create an environment of positive change in interactions with tenants, utilising opportunities to reinforce motivation.

Ensure that challenges and problems, with clients and other stakeholders, are identified and addressed at the earliest possible stage and to ensure that the support manager is made aware of possible risks.

To comply at all times with the Safeguarding policy and procedure.

To create and maintain positive working links with referring agencies and those which PBHA works in partnership with in order to ensure that clients receive an effective, safe and comprehensive service that supports the development of their personal assets and addresses presenting needs. To have a holistic approach in providing comprehensive services to clients, including working with other colleagues to ensure all client needs are met.

Where applicable, to support clients to manage a personal budget and to broker the provision of services that support the development of personal assets for clients.

To ensure clients receive key-working on a needs basis which includes supporting clients to develop their personal assets in order to achieve wellbeing, financial capability, and

manage risk effectively use the client database to ensure real time information informs all teams across PBHA.

Supporting tenants with money management including:

- Assisting with income maximization using various sources.
- Providing comprehensive welfare benefits support to tenants
- Assisting with making claims and the provision of information, where repeated intervention is required, including some degree of non-specialist advocacy
- Completing benefit claims and pursuing these until in payment
- Liaising with benefits agencies, local authorities, housing providers.
- Train tenants on techniques to maximise and appropriately budget their income.

**c. Tenancy Sustainment**

Participate in assessing people for suitability for tenancies with support

To carry out a comprehensive assessment of clients' resources, assets and needs that link to a tiered system of service provision.

Lead tenancy sign up and lettings process for tenants as assigned by manager

Support new tenants to move in, and for transfers of existing tenants, offering support with furniture options.

Work closely with the Housing Team to provide an effective tenancy sustainment service.

Support and facilitate tenants where necessary on payment methods available, upholding obligations for rent payments under their tenancy.

Support tenants in arrears to maintain arrears agreements in order to keep their tenancy.

Support tenants to arrange meetings with Housing Officers and offer support if required regarding any queries they may have concerning their tenancy or housing accommodation, or put in touch with appropriate advocate.

Support tenants in dealing with complaints, neighbour disputes, nuisance and harassment using self-management and mediation based approaches.

Work with the housing management team to find solutions to tenancy sustainment issues.

Support on tenancy rights and responsibilities, re-enforcing tenure obligations at appropriate intervals.

Monitoring the condition and cleanliness of properties and working with tenants, in a practical way, to enable them to carry out their responsibilities.

Plan with tenants for their move on, liaising with other PBHA departments such as the Property and Allocations teams to minimise void periods and maximise the time the properties are housing homeless people.

Carry out regular building and health and safety inspections, helping tenants to report repairs.

Take pride in PBHA's property and assets, and encourage tenants to do so.

**Take on specific responsibilities on behalf of the team**

Perform any other reasonable additional duties at the request of the line manager.

Provide a housing reception service at the office.

Taking part in planning the team's work and delivering the annual plan

Ensuring that proper records are kept and information is passed to other team members as necessary. Effectively use the client database to ensure real time information informs all teams across PBHA.

To ensure that PBHA's systems are accurately updated specifically in relation to contact with tenants and service users.

To meet required standards of contract and statutory compliance

Participating in a rota to provide cover for our out of hours telephone service for tenants and dealing with emergencies and problems that arise. This is done from home. A mobile phone is provided. The rota is additional to the standard working week.

### **General responsibilities of all staff:**

All staff are expected to;

Provide cover for other members of the team where necessary.

Work flexibly and cooperatively as part of a team and with other teams.

Be involved in the selection and training of new staff and volunteers.

Participate in staff training and development activities, staff supervision, appraisals and all relevant meetings.

Ensure the observation of all of PBHA's policies and practices, including those relating to equal opportunity, confidentiality, health and safety, financial control, standing orders, recruitment, supervision, appraisals, sickness and discipline.

Plan and organise own work with a minimum of day to day supervision

Have specific individual responsibilities but the person appointed will be expected to use her or his initiative in organising and prioritising work, within criteria set by the line manager.

### **General Information**

Please note that:

Post holder must be prepared to see their duties change as the needs of the organization and its tenants change and develop.

All spaces in PBHA are non-smoking except for specific designated areas.

Take pride in PBHAs property and assets, and encourage tenants to do so.

### **Access Information**

The post is based at the Kingsland Hub site has one level and is accessible to wheelchair users.

### **Accountability**

The post holder is accountable to the Recovery Coordinator.

### **Main Conditions of Service**

This is a full time position. The post is for 37.5 hours per week, 5 days per week, Monday – Friday, 7.5 hours per day. Duties will occasionally be carried out over evenings, weekends or public holidays. Overtime is not paid but time off in lieu is given.

Annual leave entitlement is 26 days per year plus normal bank holidays (pro rata for part time posts). This will rise after each completed year of service to a maximum of 30 days.

Salaries and expenses are guided, but not bound, by the Local Authority NJC scales and are revised each year. The salary for this post will be £22,220 – £24,135, SCP 19-22. The post holder is required to take part in the out of hours duty rota which is paid in addition to the salary.

Post holders will be eligible for membership of the organisation's contributory pension scheme.

In common with all posts at PBHA, confirmation of appointment is subject to a probationary period (6 months).

PBHA is committed to equal opportunities and anti-discriminatory practice.

## ROLE REQUIREMENTS

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**Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the role requirements. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.**

**The minimum experience required for the post is:**

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| A, I | To have worked in a paid or voluntary capacity with at least one of the following groups: people who have mental ill health; learning difficulties; people who have been homeless and rootless; or people who have alcohol-related problems. To have an understanding of the particular wellbeing needs of minority ethnic groups. |
| A, I | Good computer literacy including the ability to use Windows applications and word processing and database packages. This also includes the ability to use the internet and to draft and send e-mails.<br>Experience of focusing on individuals' strengths and of learning from mistakes.   |
| A, I | Experience of working in an outcomes focused way   |

**The competencies required for the post are the ability to:**

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| A,I | Can positively contribute and take initiative; good negotiation skills<br>To be positive, resourceful, and resilient when working in challenging environment<br>Able to constructively challenge and lead positive change- including with assumed constraints and the abilities of people with ongoing mental health needs.<br>Promotes positive risk taking and supporting people to find their own solutions to engrained challenges.<br>Understanding and ability to manage boundaries effectively, including awareness of limits of own competence, role and responsibilities.<br>Good verbal, written & positive interpersonal communication skills, ensuring that stakeholders are treated with respect and dignity and are not judged.<br>Ability to manage, plan and take responsibility for your own case load |
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- Ability to use appreciative inquiry and positive framing and communication to support people to develop achievable goals.
- Engage tenants, building a rapport with the individual so that he/she can recognise his/her ambitions.
- A,I Plan a strategy that supports clients to identify their move on goals, and develop plans towards achieving them in a limited period of time
- A,I Effectively support PBHA's tenants to progress to more independent accommodation work through the acquisition of skills, confidence and supportive relationships
- A,I Establish productive partnerships with a range of key stakeholders, internal and external to ensure that project targets are met
- A,I Organise work effectively by prioritising, planning and excellent time management
- I Meet demanding targets in a difficult climate
- A,I Be a self-starter, demonstrating initiative and a pro-active approach to meeting goals and targets
- A,I Be able to outreach to tenants' homes, and cover an out of hours duty rota which may very occasionally require you to attend work out of hours
- A,I Use IT effectively to prepare reports, marketing materials etc.

**It is desirable that the candidate will have:**

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- A, I Ability to make engaging presentations in public.
- A,I An understanding of peer support and the value of lived experience.

**The successful candidate will need to be committed to:**

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by\*

- A Improving quality and raising standards of service.
- A, I Enabling participants in the project to take control of their own lives and become involved in the overall running of the project.
- A PBHA's Equality and Diversity policy  
Co-operative team working.

**The successful candidate will**

Have the flexibility to accommodate work responsibilities that occasionally extend beyond normal working hours at short notice.

**Assessed by\***

- A Assessed through Application Form
- I Assessed through Interview
- T Assessed through Assessment