

Job title	Housing Support Worker
Responsible to	Head of Facilities and Housing/ Deputy Manager
Geographical Reach	North Kent
Base	Dartford
Hours	Part Time, 21 hours per week
Salary	£12.87 per hour
Contract	Permanent

Job Description

PURPOSE OF POST

This post is to deliver Housing support services to people who experience mental health issues.

STRUCTURE OF THE POST

Head of facilities and Housing or Deputy Housing Manager supervises this role. They must be flexible to travel to several venues for sessions throughout the North Kent area. Predominantly Dartford, Gravesham and Swanley.

The post holder shall be based at North Kent Mind Office, Dartford. This is a friendly vibrant, open plan office with many staff in situ and expected to travel to locations for support sessions. Use of a car is essential.

For the calculation of travel expenses, the North Kent Mind Offices at 20 West Hill Dartford shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is more than the distance between home and base. All time in travel between venues is counted as time worked.

DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality, GDPR and Health and Safety.
 - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
 - Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes of Practice for Social Care Workers as defined by the General Social Care Workers

- Maintains good liaison with any other outside agencies as is necessary
 - Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
 - Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision and appraisal
 3. To attend staff meetings and Support Services team meetings
 4. To attend training/meetings and some annual events as required
 5. To undertake any other duties which a senior manager or Board of Trustees may, from time to time, reasonably delegate, or assign.

DUTIES OF THE POST: COMMON

- To undertake regular support sessions in tenants flats or common areas and engage with them as part of their ongoing recovery-based support plan.
- To maintain, implement and review support plans and risk assessments with tenants.
- To support and advise tenants with a wide range of practical and emotional issues such as supporting them at appointments.
- Support tenants with their move on plans and accessing future accommodation.
- Work closely with the team to ensure day to day issues from tenants are dealt with appropriately in a timely manner.
- Identify and report repairs as they occur through existing procedures.
- Respond to general enquiries regarding housing support and provision including signposting to internal and external services.
- Support tenants for 3 months after they have moved onto alternate accommodation.
- To maintain and supply outcome data as required by the Head of Facilities and Housing.
- Manage a caseload of tenants and support team members when required with complex tenants.
- Cover staff members caseloads when needed due to annual leave, sickness etc.

DUTIES OF THE POST: SPECIFIC

- Maintain excellent communication with colleagues, tenants and their families and external agencies as required.
- Maintain accurate and up to date records, feedback and reports where required.
- Provide and collate data within deadlines
- Produce reports, presentations or promotional materials where requested
- Support the organisation of tenant's social events and activities
- Cover 1-2-1 support when staff on leave
- Attend weekly catch up meetings with support staff

- Respond swiftly to crisis, putting plans in place to try and prevent further escalation
- Record and monitor incidents and challenging behaviour
- Identify and refer tenants to other internal services
- Collaborate with other departments to ensure tenants receive support from a wrap-around service
- Report and discuss safeguarding issues with the designated safeguarding lead

If you wish to have an informal discussion about the role, please contact Tracey Hinton, North Kent Mind Head of Facilities and Housing. 01322 291380

Person Specification

Criteria	Essential	Desirable
An understanding of the issues affecting people with mental health problems	✓	
An awareness and understanding of how people can move forward with their lives	✓	
A non-judgemental attitude to mental health service users	✓	
An understanding and awareness of what makes supportive housing successful	✓	
An empowering and positive attitude to mental health service users	✓	
An understanding of the social inclusion agenda	✓	
Ability to work with service users on a diverse range of subjects	✓	
Ability to work within a friendly team	✓	
Experience of completing referrals, support plans, risk assessments & professional reports		✓
Experience gathering and collecting data for contract/ project monitoring purposes		✓
Good written skills	✓	
Excellent communication and listening skills	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of facilitating outcome and output monitoring systems	✓	
Good organisation skills	✓	
Good computer skills	✓	
Able to work on own initiative	✓	
Car driver/owner	✓	
Ability to work flexible hours	✓	
Experience of facilitating client individual support sessions An understanding and awareness of Recovery & Person-Centred Model working with MH clients	✓	

Relevant academic qualification		✓
Ability to think on your feet and able to rearrange your day due to the nature and unpredictability of the role	✓	