



<b>Job title</b>	Housing First Support Worker
<b>Responsible to</b>	Housing First Co-ordinator
<b>Geographical Reach</b>	Medway
<b>Base</b>	Chatham
<b>Hours</b>	30 hours per week
<b>Salary</b>	£12.87 per hour
<b>Contract</b>	Permanent

### **Job Description**

#### **PURPOSE OF POST**

This post is to deliver Housing support services to people who experience mental health issues with complex needs including addiction.

#### **STRUCTURE OF THE POST**

This role is to support the delivery of our Housing First service in Medway and is supervised by the Housing First Co-ordinator. The post holder must be flexible to travel to different venues throughout the Medway area.

The post holder shall be based at North Kent Mind's Office in Chatham. This is a friendly vibrant, open plan office, with many staff in situ. There will be regular travel as part of this role to locations for support sessions with tenants. Use of a car is essential. The post holder will also be expected to travel to Dartford once a month for team meetings.

For the calculation of travel expenses, the North Kent Mind Offices at The Community Hub, 7-8 New Road Avenue, Chatham ME4 6BB, 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.

This role is Monday – Friday 9am-5pm, the post holder must be flexible to work some evenings if required. This role is predominantly in person, remote working at times may be agreed by the Housing Co-ordinator in discussion with the Head of Facilities and Housing.

#### **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.
  - 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.
  - Abides by the HCPC code of practise
2. To participate in supervisions 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 with tenants in community settings, 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 and encourage tenants who have addiction issues to engage with services needed.
- Work closely with the team to ensure day to day issues from tenants are dealt with appropriately in a timely manner.
- Identify services, internal and external, with the tenants to ensure a wraparound service for their needs, and support them in completing referrals where appropriate.
- Support tenants to live positively and within the One Medway priorities.
- To maintain data as required by the Housing First Co-ordinator, Head of Facilities and Housing, and Medway Council.
- Manage a caseload of 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
- Encourage and support reunification of tenants and their
- Record and monitor incidents and challenging behaviour
- Identify and refer tenants to other internal and external services

- Collaborate with other departments to ensure tenants receive support from a wrap-around service
- Liaise with the out of hours service to ensure welfare checks and other checks are made.
- Report and discuss safeguarding issues with the designated safeguarding lead
- Encourage the clean and green spaces for tenants with examples of recycling, use of public transport and appreciating their surroundings with sessions held in local parks

## 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	✓	

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