Job Title	Housing Support Worker
Directorate	Housing Services
Responsible to	Housing Manager
Accountable to	Head of Facilities and Housing
Location	Medway, Dartford, Gravesham and Swanley
Hours	37 hours per week
Salary	£12.88
Contract	Permanent

Structure of Post

The Housing Support Worker is supervised by the Housing Manager.

For the calculation of travel expenses, Medway and Dartford dependant on working day shall be considered the employee's base. Travel between home and another working venue may only be claimed where it is in excess of the normal distance between home and base. All time spent travelling between work venues is counted as time worked.

This post is in-person and client/tenant support is in community settings and client property (supported housing schemes)

Purpose of Role

This post is to deliver Housing support services to people who experience mental health issues. We deliver projects in Medway (Housing First) for complex needs including addiction and Dartford, Gravesham and Swanley (Supported Housing) for moderate needs.

Housing First support enables tenants to continue to live in their own homes whilst being supported with their complex needs. This can be Tenancy sustainment, addiction issues, financial, medical and support with their mental health and wellbeing. The service delivers up to 10 hours of support per week to each client dependant on need.

Our Supported Housing Service in 'DGS' is for 35 people who have experienced mental health problems and need support to live independently. Accommodation is provided in 6 sites in the area. Supports individual on their mental health recovery process.

The role operates within defined frameworks, policies and procedures, working under the guidance of the Housing Manager while exercising appropriate professional judgement in day-to-day delivery.

All employees contribute to the development and continuous improvement of North Kent Mind through partnership working, service development activities, feedback, evaluation and the promotion

of positive mental health and wellbeing. Each role contributes to a consistent, high-quality service offer aligned to organisational standards, contractual requirements and agreed priorities.

Key Responsibilities

- Manage a caseload of clients/tenants to support them on a regular basis
- Ensure contact and support information are added to the CRM system
- Identify individual needs by a support plan and refer to internal and external services to ensure all support needs are covered
- Ensure a person-centred approach for all sessions
- Work with the client to enable and empower them
- Meet face to face with clients regularly to ensure engagement
- Identify risks to clients and others via risk assessments and ensure these are in place before full support sessions are undertaken
- Support with life skills including benefits, budgets, shopping and GP/agency appointments
- Work with clients on their road to recovery, setting goals and ensuring support is in place.
- Work with clients towards move on to independent living
- Attend team meetings and supervisions
- Ensure KPI reporting is up to date and accurate

General Responsibilities

The post holder is required to:

- Comply with all organisational policies and procedures, including Safeguarding, GDPR, Confidentiality, Equity, Diversity and Inclusion, and Health and Safety.
- Actively promote a safe environment for service users, staff and others, identifying and responding appropriately to safeguarding concerns.
- Attend and complete all mandatory training relevant to the role.
- Maintain appropriate professional boundaries and confidentiality in all aspects of the role.
- Contribute to a positive, inclusive and professional working environment.
- Participate in supervision, appraisal and continuous professional development.
- Deliver services and functions in a way that is inclusive, accessible and responsive to the diverse needs of individuals, including those with disabilities and neurodiverse conditions.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with service users, colleagues and partners.
- Support organisational learning, continuous improvement and the development of effective practices across the organisation.

- Work in partnership and collaboratively, recognising the role's contribution to positive outcomes for beneficiaries where appropriate.
- Support North Kent Mind's commitment to promoting positive mental health, emotional wellbeing and resilience within local communities and partner organisations.
- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.

Additional Requirements

The post holder is required to:

- Work flexibly across a range of locations, environments and service delivery settings, where required by the role and commensurate with its level.
- Travel may be required to fulfil the responsibilities of the role. Reasonable adjustments will be considered where appropriate.
- Occasional evening or weekend work may be required to meet service needs, where this is relevant to the role.
- Deliver services or functions using appropriate methods, which may include face-to-face, telephone, virtual and digital platforms.
- Represent North Kent Mind professionally at external meetings, events or partnership activities where required.
- Build and maintain effective professional relationships with service users, colleagues, partners and stakeholders.
- Plan, facilitate or contribute to events, workshops, training sessions, presentations, awareness activities or other organisational initiatives where relevant to the role.
- Complete any required pre-employment checks, clearances or certifications relevant to the position and in accordance with organisational policy and legislative requirements.
- Support services, projects, programmes, teams or geographical areas in response to operational needs, where appropriate and commensurate with the role.
- Provide additional support during periods of increased demand, service development, organisational change or business continuity requirements where reasonably required.
- Work in a flexible, adaptable and solution-focused manner, responding positively to changing priorities and operational requirements.
- Undertake additional specialist training relevant to the role where required.

Working Environment

The post holder is required to:

- To operate within a flexible and dynamic environment. Some responsibilities may be delivered across a variety of locations and through multiple channels.
- Undertake activities and functions from locations which may include; organisational premises, partner locations, community settings and through virtual or digital platforms, depending on operational requirements.

- Work in a range of professional environments and should be comfortable adapting to different settings, ways of working and service delivery models. Responsibilities may involve a combination of office-based, community-based and remote working arrangements.
- Use office environments which may include a combination of open-plan and smaller room-based layouts, with varying levels of noise, lighting and foot traffic. The role may also involve regular use of digital systems, virtual meetings and remote collaboration tools.
- Appropriately use of information technology, digital systems and communication tools to support effective service delivery, administration, collaboration and stakeholder engagement.
- Have a primary work base and working pattern which will be determined by the service and organisational requirements and may vary over time. This will be discussed as part of the recruitment process.
- Travel if it required as part of the role to attend meetings, deliver services, participate in events and support organisational activities across different locations.
- Adhere to our organisational commitment to fostering an inclusive, accessible and supportive working environment. Applications are welcomed from individuals from all backgrounds, and reasonable adjustments will be considered throughout recruitment and employment in line with organisational policy and relevant legislation.
- Adapt as responsive services, working arrangements, locations, priorities and methods of delivery may evolve over time to meet organisational objectives, service needs and stakeholder requirements. The post holder will be expected to demonstrate flexibility and adaptability in responding to these changes.

Person Specification

Category	Criteria	Essential	Desirable
Education & Qualifications	Demonstrate a good level of literacy and numeracy skills to meet the requirements of the role	✅	
	Willingness to undertake relevant training and continued professional development	✅	
	Qualification or training relevant to role		✅
Knowledge & Experience	An understanding of the issues affecting people with mental health problems	✅	
	An awareness and understanding of how people can move forward with their lives	✅	
	An understanding and awareness of what makes support housing successful	✅	

	Ability to work with service users on a diverse range of subjects	✅	
	An empowering and positive attitude to mental health service users	✅	
Specific Skills	Experience of completing referrals, support plans, risk assessments & professional reports		✅
	Experience gathering and collecting data for contract/project monitoring purposes		✅
	Car driver/owner	✅	
	Experience of facilitating clients individual support sessions	✅	
	An understanding and awareness of person-centred model working with MH clients	✅	
	Ability to think on your feet and able to rearrange your day due to the nature and unpredictability of the role	✅	
Communication & Interpersonal Skills	Ability to communicate clearly and effectively with a wide range of audiences	✅	
	Ability to build professional, trusting relationships with stakeholders, including service users, colleagues and partner organisations	✅	
	Ability to adapt communication styles to meet a range of needs.	✅	
	Ability to work collaboratively with a range of stakeholders.	✅	
Organisation & IT Skills	Ability to manage workload, prioritise tasks and meet deadlines	✅	
	Ability to maintain accurate records and complete administrative tasks	✅	
	Ability to collect and record outcome measures, feedback and service monitoring information	✅	
	Strong IT skills, including the use of Microsoft Office and digital systems for recording and communication	✅	
Working Approach & Behaviours	Ability to work independently and as part of a team	✅	
	Ability to maintain professional boundaries and act with integrity and discretion	✅	
	Commitment to continuous improvement and learning	✅	
	Awareness of current issues, best practice and developments relating to role		✅

	Non-judgemental, empowering and inclusive approach	✅	
Flexibility & Practical Requirements	Willingness and ability to travel as required, with reasonable adjustments considered where appropriate	✅	
	Ability to work across a range of settings	✅	
	Willingness to work flexibly, including some evenings and occasional weekends	✅	