

Housing Support Worker

Team:	Housing
Location:	Bedford/Central Bedfordshire
Salary:	up to £28,000 per annum (dependent on experience) plus payment for on-call duties
Working Hours:	37.5 per week
Contract Type:	Permanent
Reporting to:	Housing Team Leader

INTRODUCTION

Community Led initiatives are a lived experience organisation that believes in the capacity for **human change**. We support those who have been through the criminal justice system, have been affected by drug and alcohol addiction, homelessness or mental health issues. We help them to **overcome the barriers preventing them from achieving their goals**.

We inspire people to believe that change is possible. We seek, recruit and develop employees who personify change as they will have encountered and overcome many of the barriers which the people we support will face.

We provide one-to-one peer support and group work activities to help the people we work with to achieve their personal goals. In addition to addressing their practical and emotional needs we help them to develop a new positive sense of self. By the end of our mentoring relationship, the people we work with feel empowered to move their lives forward independently and build upon the successes achieved with us.

Many of the people we work with go on to volunteer here at CLI to help build their CV, develop skills, gain meaningful work and bring utility to their past. And we are proud to say that a significant number of CLI mentoring programme graduates go on to become long term ambassadors for change.

We work in partnership with other organisations that are striving to deliver positive impacts, support change, and share our commitment and values.

And we actively welcome those with lived experience of offending, addiction, homelessness, or mental health issues as part of our team. Where others see risk, we see opportunity.

We believe everyone deserves to feel valued, to be happy, to belong.

JOB SUMMARY

As a Housing Support Worker, you will be responsible for providing housing-related support to people who have either been through the criminal justice system, have been affected by drug and alcohol addiction, homeless or mental health issues which has resulted in them being unable to retain their accommodation placement. You will act as an ambassador for CLI locally and will work closely with the Housing Team Leader to develop your relationships with external stakeholders such as partner agencies.

The role will involve working with residents on a one-to-one basis; you'll be responsible for assessing their needs, preparing tenancy support plans and supporting mentees to achieve their individual goals of securing independent living. Alongside this you will be responsible for supporting the Housing Team Leader with housing management responsibilities such as weekly Health & Safety checks and minor repairs and maintenance of the recovery housing. You will be required to follow instructions from the Housing Team Leader and to ensure your performance is in line with KPIs and contract requirements whilst ensuring you operate in line with CLI's strategic plan, mission and values. It is essential that you have excellent communication and interpersonal skills, with the ability to organise your workload whilst working as part of a team.

KEY DUTIES & RESPONSIBILITIES

- To support the resident to set up a bank account (where required) and ensure standing orders are set up for the weekly payment and where necessary liaise with the residents regarding non-payments.
- To support the residents to maximise their benefit entitlement.
- To complete the successful onboarding of residents which includes property sign up, ordering and distributing inventory to residents and shared spaces, issuing keys, ensuring residents understand the license agreement, their rights and obligations and other duties in line with the onboarding check list.
- To provide ongoing support to residents with financial planning including rent collection, monitoring non-payment of rent, day-to-day personal budgeting and supporting residents rent arrears.
- To support the Housing Team Leader under their guidance on the management of housing stock and undertake weekly and monthly checks in line with statutory compliance as outlined below and ensure this is logged through the app.
 - Weekly H&S property inspection report
 - Weekly Maintenance Checks - monitor the condition of the property e.g. ensuring heating is in good working condition, cleanliness of the property, condition/standard of furniture and electrical items etc.
 - Monthly Property Conditions and compliance report
- To support the Housing Team Leader under their guidance with arranging annual/bi-annual statutory landlord periodic testing certification and inspection of gas appliances, fire safety measures (fire alarm system, emergency lighting, fire risk assessment) and other statutory landlord certification:
 - Annual Gas Certification
 - Bi-Annual Fire Alarm test and commission
 - Bi-Annual Emergency lightning test and commission
 - Review of Fire Risk Assessment annually
- To communicate the occupancy levels with the wider local team to ensure the property is at full occupancy.

- To be responsible for the assessment of people who have applied for tenancy at the CLI Recovery Housing and selecting residents based on suitability criteria.
- To be responsible for ensuring rooms are up to standard for the next resident.
- To support residents weekly to maintain their license agreement, enabling residents to access pathways to meet their more immediate needs before moving on to full independence and their own licenses.
- To ensure all residents are engaged in the recovery community/programme and provide weekly support and practical help on a one-to-one basis and encourage attendance to group-based activities. This is to ensure residents are achieving their personal goals and developing independence and moving forward in their lives.
- To liaise effectively with local organisations and other relevant agencies to ensure the best support can be provided to residents and to promote the CLI Recovery Housing offer.
- To maintain accurate, up to date records on the relevant case management system, recording the weekly progress on individual support plans and information on outcomes within set timeframes.
- To report Housing performance trends and issues to the Housing Team Leader.
- To support all residents with completing their online housing benefit claim and submission of their license agreement.
- To address neighbour nuisance, Anti-Social Behaviour, property damage accordingly.
- To report any breaches via notices and warnings procedures to residents.
- To support with arranging new property installation and where required repairs or improvements that need to be carried out. This will include facilitating and monitoring visits from contractors and trade persons and other relevant visitors.
- To carry out minor property repairs and maintenance, for example, changing lightbulbs, unblocking sinks, carrying out other minor repairs, whilst training residents to do these independently which will build their independent life skills.
- To arrange annual PAT testing and PAT testing for any new electrical items and maintain a PAT testing register.
- Seek to improve his/her own performance, contribution, knowledge, skills and participate in training and developmental activities as required.
- Ensure the implementation and compliance of CLI's policies and procedures.
- To work flexibly with on-call duties when required.
- Carry out such other relevant duties, as required.

PERSON SPECIFICATION

Qualifications & Experience	Essential	Desirable
Experience of housing management or working in a residential setting with those with complex needs including challenging and/or negative behavior.	☒	
Experience of supporting individuals to initiate tenancy sustainment in the community.	☒	
Experience in inter-agency working and/or building positive relationships with partners and/or stakeholders.	☒	
Experience of producing and/or contributing to reports.		☒
Knowledge	Essential	Desirable
Knowledge and understanding of at least one of the following areas; the criminal justice system, homelessness, mental health, substance misuse and the work of Probation services.	☒	
Knowledge of interventions available to residents in a 'supported-housing' environment.	☒	
An understanding of best practice when working with individuals across different areas of challenge.	☒	
Knowledge of local services.		☒
Skills & Attributes	Essential	Desirable
Excellent interpersonal, communication and presentation skills with excellent attention to detail.	☒	
Effective time management skills with the ability to prioritise work, handle conflicting demands and meet tight deadlines.	☒	
Excellent IT skills, including Microsoft Office software and previous experience of working with other systems and case management systems.	☒	
The ability to be creative and forward thinking, with a "can do" and solution focused attitude when faced with challenges that may require flexibility, adaptability and resilience.	☒	
Demonstrable coaching skills with the ability to bring out the best in people.	☒	
Flexible and responsive approach whilst understanding the context and people.	☒	
Other	Essential	Desirable
Current driving license, use of car and appropriate business use insurance.	☒	
Be able to display a thorough understanding and commitment to the protection and safeguarding of vulnerable people.	☒	



EMPLOYEE BENEFITS

Holidays: 28 days plus bank holidays with Christmas closure between Christmas and New Year for all employees. Annual leave increases in line with length of service.

Birthday: Enjoy an extra day off on your birthday.

Training & Development: 2 hrs per month to focus on learning and career development.

Reflective Practice and Monthly Coaching: An opportunity to evaluate actions and experiences to gain insights and improve future performance.

Employee Social Fund: An initiative designed to bring the organisation together on a social level, fostering relationships and incorporating our values.

Employee Assistance Programme (EAP): This provides all employees a safe space to discuss any of their personal or professional challenges. It is a confidential service available 24/7 for all employees and their immediate families that includes, short-term counselling, legal advice, and financial guidance.

Pension: Peoples Pension scheme, contributions are 3% employer and 5% employee.

Life insurance: Five times salary.

Annual awards ceremony and celebration: An annual awards ceremony tied into a Christmas Party to celebrate the amazing work our employees do.

CLI Staffing Group: An active forum to share your opinions to influence and change the way CLI operates.

Wellbeing: Your health and wellbeing matters to us. We run regular monthly wellbeing activities, giving you dedicated time with your colleagues to focus on your wellbeing. We also hold regular social events to help you connect with your colleagues in a relaxed and fun setting.

Volunteering Days: An opportunity to give back to the community.

Refer a Friend Scheme: An opportunity to qualify for a £250 reward voucher if you refer someone you know into any paid, externally advertised position (permanent or fixed-term) within CLI.

We are Gold accredited by Investors in People, accredited by the Living Wage Foundation and supporters of the Greater Manchester Good Employment Charter.



INVESTORS
IN PEOPLE | Gold

CLI VALUES

 **community** Inspire
led initiatives Transform
Flourish



People First

People are our top priority. We care so everyone can be their best.

- We care about our work, our colleagues and our service users. We strive to be helpful, kind, understanding and inclusive in everything we do.
- We set clear boundaries.
- We show appreciation to our colleagues and team.
- We take accountability and ownership.
- We are collaborative and embrace diversity.



Community

Our actions and support help build stronger communities where people can find their place and thrive.

- We make a positive impact and contribute to building stronger communities for now and the future.
- We work to increase access and opportunity for all whilst adjusting to meet changing community needs.
- We provide a fun and supportive environment that empowers service users to grow, learn and flourish.
- We collaborate with stakeholders and partner agencies, always putting service users at the forefront of our decisions.
- We build partnerships through open, clear and honest communication.
- We honour our commitments and focus on "how can it be done?"



Transformation

We do challenging work, creating positive change that helps people move on with their lives.

- We believe that small ongoing improvements can result in major positive changes.
- We embrace change.
- We dare to be different and challenge the status quo.
- We use our imagination to propose new ideas and solutions.
- We view problems and ideas in a fresh way.
- We take smart risks.



Excellence

We strive to always be our best, to exceed expectations, to learn from our mistakes.

- We are committed to delivering the highest quality service.
- We are committed, courageous and resilient.
- We persevere and overcome difficulties.
- We continue to learn and grow.
- We work with drive and determination and are motivated to step up in any way possible.



Trust

We trust ourselves, our colleagues and those we work with to do the right thing, to show respect, integrity, acceptance and fairness in all we do.

- We are professional, ethical and trustworthy.
- We are committed to being honest, professional, and accountable in our relationships and in everything we do.
- We are transparent and open.
- We tell the truth openly and without hesitation.
- We believe in doing the right thing and question when others speak or act in a way contrary to our values.