

**Housing Support Worker**

**Our vision:**

Our vision is for a York where everybody has a home, where those who have been homeless before are rebuilding their lives, and where the city works together to beat the underlying causes of homelessness.

**Our mission:**

We provide a loving space where lives can be restored. Everyone deserves a place they can call home, but society’s injustices can put unbearable financial and personal pressure on some people. Where that gets too much, and people have become homeless, Restore relieves the pressure. We provide safe and stable homes, one-to-one mentoring, love, mental health support, social activities and the offer of Christian support and prayer. Through our work, we also show that by easing the pressure that leads to homelessness, we can create a better society for all of us, freeing more people to achieve their full potential.

As part of this mission Restore seeks to employ a Housing Support Worker to join our existing team of staff providing support to our tenants. Full time Housing Project Workers will work with a caseload of 8 or 10 tenants and will typically have responsibility for the property management of two houses of multiple occupancy. The salary for the role of Housing Support Worker is £18,540 - £22,000 per annum, based on a full-time working week of 35 hours.

*Key areas of responsibility:*

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| **Support** | Help conduct interviews for prospective tenants |
|  | Completing induction paperwork with new tenants, such as pen portraits, and needs assessments |
|  | Completing support plan paperwork and writing an action plan of how to support a tenant during their time at Restore |
|  | Assisting the tenant in progressing through their action plans by providing support or referring to agencies who can provide more specialist support |
|  | Attending appointments with tenants as well as assisting them in completion of paperwork and phone calls |
|  | Assessing need, and providing support necessary to aid the physical, emotional, mental, social and spiritual wellbeing of tenants |
|  | Assisting tenants with their benefits claims to ensure that they are receiving the money to which they are entitled |
|  | Attending social events run by Restore for its tenants |
| **Properties** | Conduct weekly visits to properties to check on the safety and security of the property. |
|  | Collecting top up and rent from tenants |
|  | Reporting maintenance issues to your line manager and/or the maintenance team |
|  | On occasions assisting contractors with access to properties in order to complete works |
|  | Ensuring that properties are supplied with cleaning materials |
| **Rotas** | Assisting with on call procedures throughout evenings and weekends |
|  | Attending the weekly staff team meeting |
|  | Leading staff devotions as part of the rota |
| **Policies and Procedures** | Ensure that service delivery is in line with local policies and procedures and legislative framework |
| **Faith** | Commitment to pray regularly for Restore and its tenants |
| **Office** | Ensure accurate, timely and secure storage of paperwork and electronic files in the office |

**Person Specification**

Working with vulnerable people can often mean confronting anti-social and challenging behaviour. Issues such as substance misuse, addictions, poor mental health, anger, anxiety and depression are often prevalent within the client group with whom we work. Whilst adequate training can be offered, it is essential that the candidate possesses excellent interpersonal skills (such as assertiveness, communication, resilience and compassion) in order to deal with people who are exhibiting challenging behaviour. It is also essential that the candidate has some level of experience in dealing with people who may present with such issues. In addition to being able to work with people demonstrating challenging behaviour it is also essential that the candidate has strong admin skills as well as being conversant with IT programmes such as Microsoft Office, Email, Webforms, etc.

*Essential*

*• Experience working with vulnerable adults*

*• Ability to show compassion to people in need*

*• Ability to understand the needs of the client group*

*• Ability to manage your time and workload independently and effectively*

*• Working knowledge of issues around substance misuse and mental health problems*

*• Resilience and assertiveness when confronting challenging behaviour • Good written and verbal communication skills*

*• Sympathetic to the Christian worldview and faith*

*Desirable*

*• Two years of experience working in the housing sector.*

*• Knowledge of the current framework regarding Universal Credit, Housing Benefit, and other benefits.*

**Training**

It is recognised that most applicants will not have extensive knowledge and experience of all aspects of the role. Restore will provide access to training which it deems is required in order to equip the successful candidate with the skills to perform the role well. Restore will provide new entrants with a Staff Handbook which will give a comprehensive overview of the role as well as information about other services locally. An induction period with the Senior Housing Manager will be provided which will include shadowing of other Housing Project Workers. Housing related training (Homelessness Law and Prevention, Accredited Housing Training, Homeless Reduction Act) will be sourced through the City of York Council Workforce Development Unit. Any additional training will be provided on a needs basis.

Due to the strong Christian ethos which underpins the values of Restore (see below) and its service delivery there is a genuine occupational requirement for the postholder to be a practising Christian.

**Our values:**

*“…This is the kind of fasting I want: Free those who are imprisoned; lighten the burden of those who work for you. Let the oppressed go free, and remove the chains that bind people. Share your food with the hungry, and give shelter to the homeless. Give clothes to those who need them, and do not hide from relatives who need your help…. Some of you will rebuild the deserted ruins of your cities. Then you will be known as a rebuilder of walls and a restorer of homes.”*

Restore is an anti-poverty charity that works with people of any faith or none. We are grounded in Christianity, particularly in scriptural calls to engage in social action and to pursue justice. Restore’s founders were inspired in particular by Isaiah 58, a rallying call to us all to get out of our comfort zones, conversations and huddles and to instead take action to help those in need and to oppose injustice.

*Suppose you see a brother or sister who has no food or clothing, and you say. “Goodbye and have a good day; stay warm and eat well” – but then you don’t give that person any food or clothing. What good does that do?”*

We work with other statutory and charitable organisations in and around York, to provide homes for people who would otherwise be homeless, and to identify and address the underlying causes of homelessness. We love our tenants and we stand shoulder to shoulder with them as they rebuild their lives.

*“Speak up for those who cannot speak for themselves, ensure justice for those being crushed. Yes, speak up for the poor and helpless, and see that they get justice.”*

We are **loving**. We love our tenants and want what is best for them. Their welfare is paramount to us. We comfort them in hard times and rejoice with them in their progress.

We are **Christian**. Our trustees are Christian and much of our support comes through local churches. We pray for our tenants and for wisdom in our decisions.

We are **enabling**. We are a stepping stone for people on their way to a better life, supporting them as they build a new home and new hopes.

We are **vocal**. We speak up for our tenants and for people who are homeless. It is simply not right that society tolerates homelessness and denies justice and dignity to our fellow citizens. We speak truth to power and call out injustice when we encounter it.

We are **confident**. We know homelessness can be ended. We believe York can help lead the way.