

**Lifeline (Harrogate) Limited - Housing & Support Officer**

Thank you for showing in interest in this post.

This is a paid role on a part-time basis (2 days a week initially) with the possibility of the availability of increased work as Lifeline looks to expand its operations, subject to local demand and availability of property.

**Lifeline Harrogate - Background**

Lifeline formed in the summer of 2012. We became a registered charity that same year. Our first house opened for men only in February 2013.

Lifeline currently has four x 3 bedroomed houses (about to increase to 5 houses with a 3 bedroom all women house expected to open Mid December 2020) and therefore is able to support twelve men at any one time. Lifeline is able to buy houses through our partnership with Green Pastures, a national Christian social enterprise. Our residents have already enjoyed over 22,000 nights of accommodation in our four houses, safe, secure and living in a supported environment.

Lifeline has already experienced seeing people make a transition to full independence from presenting themselves as homeless. This has been via the support we have been able to give them whilst they have been residents with us. It has been an enormous privilege to see individuals make major steps forward in their lives as they have benefitted from our support.

We have a strong Christian ethos and desire to see all people come to faith in Jesus Christ. Lifeline houses people though without discrimination or favour. We subscribe to the Charter for Christian Homelessness Agencies, provided by Housing Justice. Hence we agree that being openly and positively Christian is not the same as being coercive or conditional. The full charter is available on request together with our core values.

Lifeline is a Christian Charity and so due to the strong Christian ethos which underpins the values of Lifeline and it’s service delivery there is a genuine operational requirement for the postholder to be a practising Christian.

**Housing & Support Officer (HSO)**

Lifeline Harrogate supports vulnerable adults by transitioning them from a hostel type environment to independent living with support, with the aim of progressing them to fully independent living.

The role of HSO involves house visits to our houses and meeting the residents, usually on at least a twice weekly basis, to progress them through an agreed support plan. The role also involves working closely with other members of Lifeline, whether that be the Chief Executive, other paid members of staff, Trustees or Volunteers.

The role encompasses two main elements:

**Housing Management** – working with the residents to enable them to successfully manage their stay with Lifeline. Examples (ie not a full list) of this are:

* Interviewing prospective residents with the Chief Executive
* Providing housing related advice to residents
* Liaising with other agencies
* Managing voids
* Providing Sign-Up advice for residents moving in
* Ensuring Health and Safety standards are met in the house

**Care Support or Supervision** – providing additional support to help Lifeline’s residents to make progress in their lives. Examples (ie not a full list) of this are:

* Assessing the needs of the individual seeking accommodation
* Promoting healthy living to our residents
* Helping with budgeting and finance issues
* Work with the resident’s CV and future employment related issues
* Encouraging residents to partake in social activities
* Assisting residents to undertake an agreed part in keeping the house clean, tidy and presentable
* Transitioning the individual to full independence

**Commitment and perseverance**

The path to a life fully restored back into the community can be a long and winding road. Steps forward can also be quickly accompanied by backward steps. Our experience is that this is rarely a smooth transition. We try and create a ‘Lifeline community’ which enables people to prosper more easily as they realise that they are valued and appreciated for who they are. All of this takes much character, commitment and perseverance.

The Bible says that ‘love covers over a multitude of sins’ and so whilst we are not perfect either we can show love to the people we are housing and share their burdens as we work with them to rebuild their lives. As mentioned earlier this is done without any expectations to timescales or outcomes, just an initial commitment from them to go on a forward-facing journey with us.

**Training**

You will be given full training before undertaking any visits to the Lifeline properties. Initial visits will be accompanied.

**Application Form and CV**

A short Lifeline application form needs to be completing with two personal referees and your CV attached.

**Please email** **admin@lifelineharrogate.co.uk** **for the application form to be sent to you.**

**Salary**

Details will be provided at interview and are competitive with other support roles of a similar operational requirement.

**Requirements of the HSO**

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| **Quality** | **Essential** | **Desirable** |
| Understanding of the need to be non-judgemental | Essential |  |
| Not to engage in any discrimination against service users on the basis of age, racial ethnicity, sexual orientation or gender.  | Essential |  |
| Ability to be flexible to accommodate changing needs of the role | Essential |  |
| A good listener | Essential |  |
| Ability to work as a team-player | Essential |  |
| Ability to empathise with people from different backgrounds | Essential |  |
| An operational requirement to be a practising Christian due to the values of Lifeline and it’s service delivery | Essential |  |
| Clear about the role of HSO (can be achieved through training) |  | Desirable |
| Some experience of working with homeless or vulnerable adults |  | Desirable |
| Accurate and consistent record keeping | Essential |  |
| Good IT Skills |  | Desirable |