

Providing Homes. Giving Hope

Restore (York) Ltd

Job Description

Floating Housing Support Worker

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Job Title: Floating Housing Support Worker

Reports to: Senior Housing Manager

Location: York

Salary: £19,000 to £22,000 depending on experience pro rata / part-time 0.4FTE (based on full time being 35 hrs)

Benefits: 26 days annual leave entitlement (pro rata) plus statutory Bank Holidays, employer contribution pension. Flexible working days available. Hybrid office / home working options.

Background

This is an exciting opportunity to join Restore. You will play a critical role in supporting our residents in the community once they have moved into their own accommodation after a period of time at Restore.

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.

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 are totally committed to our residents, and we stand shoulder to shoulder with them as they rebuild their lives.

As a non-denominational Christian charity, Restore, offers scope for life balance through flexible working, a local outreach, a small friendly team, and a desire to care for resident and staff welfare and wellbeing.

We currently run 12 properties across York housing 41 residents, with ambitious plans to expand our services throughout York to reach more vulnerable adults, often at the margins of society. The role will be pivotal to these goals and give scope for real opportunity of making a difference to many lives.

Job Purpose

When residents at Restore York are ready to move on into their own rental property, they are offered up to 6 months housing support to ensure they can settle into their new home and community.

Some support is practical in helping tenants set up bank accounts and regular payments associated with their new tenancy.

Other support may be to help tenants with mental or physical health issues to ensure they get the right community support.

There is a desire for the role holder to provide gentle pastoral support where this is appropriate and necessary.

Job Description

The Floating Housing Support Worker will be expected to:

* To work in partnership with the Housing Support Workers completing a handover prior to a tenant moving into their own accommodation.
* To support tenants in the moving process with setting up bills, direct debits and applying for grants through York Council to access funds for furniture.
* Completing support plan paperwork and writing an action plan of how to support a tenant.
* 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
* Assessing and documenting risk including any changes in risk.
* Assisting tenants with their benefits claims to ensure that they are receiving the money to which they are entitled
* Completing tenancy workshops for existing Restore residents prior to moving out.
* Assisting tenants in engaging with activities and support in their local community
* Attending the weekly staff team meeting and morning prayers
* Leading staff devotions as part of the rota
* Ensure that service delivery is in line with local policies and procedures and legislative framework
* Assisting with on call procedure throughout evenings and weekends (on a rota).
* Commitment to pray regularly for Restore and its tenants
* Ensure accurate, timely and secure storage of paperwork and electronic files in the office
* Provide leave of absence cover for other Restore York Housing Support Workers where necessary
* Helping tenants move towards employment or volunteering where possible

Person Specification

* 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
* Ability to complete safe lone working in the community (adhering to policies in this area)
* Good written and verbal communication skills and strong IT and admin skills

Qualifications

There are no set qualifications for the role of Floating Housing Support Worker, but experience in one or more of the following are desirable:

* Two years of experience working in the housing sector.
* Knowledge of the current framework regarding Universal Credit and other benefits.

Our Values

Restore founders were inspired Isaiah 58; a rallying call to take action to help those in need and to oppose injustice:

*“…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.”*

We are compassionate. We want what is best for our residents. 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 residents 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 residents 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.

Due to the strong Christian ethos which underpins the values of Restore and its service delivery there is a genuine occupational requirement for the postholder to be a practising Christian. This is in accordance with Schedule 9 of the Equality Act 2010.

Under the same act there is a Genuine Occupational Requirement for the successful candidate to be a female in order to best support our female tenants.

Due to working with vulnerable adults, it is necessary for a Disclosure and Barring Service (DBS) check to be undertaken prior to offering a contract to the successful candidate.

Further Information

Postal address of registered office (Mark envelope ‘Private and Confidential’).

Restore (York) Ltd

The Flat, Gateway Centre

Front Street

Acomb,

York.

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