



Hope Housing

GIVING HOPE, CHANGING LIVES,
ENDING HOMELESSNESS.

Housing Support Worker

Closing date: Midnight on 7th November 2024

Interview date: Interviews will take place as applications are received.

If you want to see an end to rough sleeping in Bradford and see transformed lives amongst some of the most vulnerable and marginalised people in our city then we want to hear from amazing people like you!

We have an exciting opportunity for a Housing Support Worker to join our dynamic team at Hope Housing to work full time initially on a 1 year fixed term, with the potential to extend further.

The successful candidate must have a full UK driving licence and have access to a car. In addition, must be eligible to work in the UK.

Salary: £23,274 p.a. (pro rata); £12.93 per hour - £24,204 after probationary period.

Line Manager: Chief Operations Officer

Hours: 37.5 hrs per week

Contract: Full time, Permanent contract

Holidays: 25 days p.a. + Statutory bank holidays (pro rata)

Pension: Employer contributions 3% for the first two years of service, 5% after. **Start date:** ASAP

Clearance required: Enhanced DBS check

Office Base: Millside Centre, 131 Grattan Road, Bradford, BD1 2HS

The role of a Housing Support Worker for our clients

The Housing Support Worker, will manage and provide support for our clients in our supported tenancies to help maintain their accommodation and help transform lives. Our clients have suffered severe trauma, therefore, being sympathetic, a good listener in addition to having the skills to support and help our clients get their lives back on track is a must. You will also be required to provide outreach support to homeless individuals and support them in a pathway out of homelessness, connecting clients with social support within the wider community as well as supporting them with accessing the internet, recovery groups, and other local activities. As a member of the team, you will contribute to fulfilling Hope Housing's vision for the eradication of homelessness in Bradford.

Who are we?

Established in 2008, Hope Housing is a registered Christian charity working with people experiencing homelessness in Bradford. Our aim is to end rough sleeping in Bradford by eradicating homelessness through the provision of a range of services including crisis management, advice and advocacy and supported housing. Hope Housing currently has 64 supported bed places in 42 properties across the

city and we are actively looking to expand our portfolio. We are connected into a wide range of working partnerships with statutory and voluntary services and churches to deliver a range of person centered services in the city. We know that we cannot solve homelessness by ourselves; our key principles are to work with others and focus our work on filling gaps in homeless provision so that in Bradford no one will be left out. All our support is tailored to

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each individual and enables even the most disadvantaged people to access housing, financial and practical help through a person-centred, individualised approach.

What drives us?

At our core we aim to reduce homelessness in such ways as may be thought fit within the context of Christian values and practice, based on the biblical mandate to love our neighbour as ourselves. We believe it is a great privilege to help people experiencing homelessness by providing hope where they often feel there is no hope.

How to apply

Applications for the post are invited from those who have the relevant skills, experience and passion by **submission of a detailed CV and covering application letter** to: office@hopehousing.org.uk and mark for the attention of the Human Resources Department.

Please contact our office on 01274 900764 if you require further information.

CVs should include:

- Name and contact details
- Qualifications (level; date obtained; awarding body)
- Full employment history
- Name of two referees (including current or most recent employer) – please indicate if these can be contacted after shortlisting

Covering letter should include:

- Why you are applying for the post
- How you meet the essential and, if appropriate, desirable criteria
- Confirmation that, if shortlisted, you are available for interview
- Confirmation of right to work in the UK
- Car owner / driver – as you will need to visit clients and other external organisations

Please note that we will be interviewing candidates as applications are received and therefore the position may be filled before the closing date. To avoid disappointment please submit your application ASAP.

Main Duties and Responsibilities

Tenant and Client Support

- To provide ongoing support for potential and actual tenants with due consideration and understanding, and with regard to the organisation's Equal Opportunities policy
- To provide clients with appropriate information to support their needs and provide support regarding their tenancies, including housing and other benefits, tenancy agreements etc.
- To encourage clients to engage in recovery programmes and support volunteers to help clients in overcoming support needs, recovery from addictions, gaining employment, benefit entitlement etc.

Housing Management

- To carry out appropriate housing management functions in relation to Hope Housing properties and tenants. To include:
 - Assisting in setting up new properties
 - Liaising with referring agencies and potential tenants to fill tenancies
 - Rents collection, including housing benefit applications and management
 - Voids management
 - Arrange and oversee repairs and maintenance
 - Following warning/eviction procedures where necessary
- To develop new partnerships with other relevant agencies, churches, landlords etc.

Personal Development

- To undertake any training and development opportunities as agreed
- To attend occasional conferences and events related to homelessness and the work of Hope Housing in agreement with your line manager
- To undertake occasional tasks in cooperation with Hope Housing colleagues, as agreed within the context of the management structure, in order to gain additional skills and knowledge relevant and of use to the overall operation of Hope Housing

Additional Tasks

- To work within the framework of values, ethos, policies and procedures set by the trustees
- To undertake additional tasks and responsibilities at the request of the Trustees and line manager
- To deputise on occasion and as appropriate for other colleagues as agreed with staff and trustees

All reasonable expenses incurred to carry out the role such as mileage will be reimbursed in line with our policies and procedures.

Scope: This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Hope Housing. A more specific list of day to day tasks will be agreed with your line manager.

Person Specification - Housing Support Worker

(E= Essential; D= Desirable)

Area	Person Specification	E	D	Evidenced
Education	GCSE C in English and Maths	X		App
Knowledge	An understanding of homelessness issues, the homeless sector and property management		X	App/Int
Knowledge	Knowledge of safeguarding principles and practice in working with vulnerable adults		X	App/Int
Knowledge	Knowledge of local services relevant to homeless people and homelessness		X	App/Int
Experience	Experience of working with homeless people including, destitute clients, EEA migrants, failed asylum seekers, victims of trafficking, people with addictions and chaotic behaviour.		X	App/Int
Experience	Experience of creating and implementing support plans for volunteers and clients to access recovery from addictions, work towards employability and access benefits.		X	App/Int

Experience Experience of dealing with clients with complex needs and ability to defuse conflict situations

X App/Int

Skills	Good English Language skills, written and verbal and able to communicate effectively with and relate to people of all kinds, in different ways.	X		App/Int
Skills	Ability to speak an Eastern European Language would be useful.		X	App/int
Skills	Computer literacy - ability to use email, Google Workspace and Microsoft packages such as Word, Excel etc.	X		App/Int
Skills	Ability to organise and prioritise own time / workloads and work with minimum supervision	X		App/Int/Ref
Skills	Ability to maintain and update accurate records including petty cash and case notes	X		App/Int/Ref
Skills	Ability to liaise, work with and network effectively with a range of external agencies	X		App/Int
Skills/ Attitude	Self-motivation, ability to act on own initiative, work alone and as part of a team.	X		App/Int/ Ref
Attitude	Committed to equality and diversity	X		App/Int
Attitude	Willingness and commitment to work within the Christian values, motivations, vision and aims of Hope Housing	X		App/Int
Attitude	Flexible approach to work and ability to work from different locations across Bradford.	X		App/Int/Ref
Other	Right to work in the UK	X		App

Other	Hold a full driving licence and access to a car.	X		App/Int
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