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**Job description template**

**Job title:** Housing First Worker

**Location:**

**Type of working required:** *Please add detail here as to the type of working arrangements that the candidate can expect i.e. home based/out based/nights/weekends/etc.*

**Department name:** *Delete if N/A*

**About your organisation and the department:** *Please add details here about your organisation i.e. purpose, vision or mission, the type of environment/specific sector that they will be working in. This should provide the candidate with a view on the culture and purpose of the organisation.*

*Example**-* *We are looking for compassionate, dedicated, and resilient people from all backgrounds to join* ***xxxx.*** *We offer a rewarding career, and great benefits in a caring and supportive environment.  We believe strongly in the growth of our employees and encourage and foster the desire to learn, advance and progress within our organisation. We understand the importance of a healthy work-life balance and value the commitments you may have, and therefore we are happy to consider flexible working applications. If we can make it work – we will!*

**Key Overview**

Reporting to the Housing First Team Leader, the Housing First Worker is responsible for coordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusion in line with Housing First Principles. The Housing First Worker will be responsible for coordinating and providing a person centred, strength-based support service to create long term sustainable tenancies by empowering customers, increasing independence, and maximising connectivity with the local community.

**Responsibilities**

* Delivering wrap-around intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies in the community.
* Working with customers to help them clarify their goals and aspirations offering personalised support and promoting choice and wellbeing.
* Maintaining accurate up to date records on the chosen case management system of progress against individual support plans; safety plans and outcomes information.
* Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
* Regularly review the person-centred support plan to update, record and monitor progress of customer caseload.
* Build and maintain positive networks with staff from other agencies to ensure the Housing First pilot is widely known and promoted.
* Liaise with landlords to assist the person living in accommodation of their choice; including practical help with furniture; benefits advice and accompanied visits.
* Perform robust assessments of referrals to ensure the service is provided to those that meet the eligibility criteria.
* Promote, and actively encourage peer involvement within the service.
* Facilitate access to the personalisation fund via creative solutions to integrate people into the community and access accommodation.
* Complete dynamic risk assessments and maintain own safety by following lone working procedures.
* Be part of a rota providing out of hours access to telephone support to people using the service.
* Work flexibly and participate in a rota of duties to ensure that service delivery is available in the morning/ evenings, at weekends and on bank holidays when required, including temporary cover for colleagues when required.
* Adhere to good practice safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.

**Person Specification**

* To understand the complex interdependencies of mental health, substance misuse and offending behaviour.
* A creative and solution focused approach to problem solving and overcoming challenges
* The ability to engage people, build rapport, demonstrate empathy and to understand the importance of empowering them.
* Promote the rights, responsibilities and informed choice of the people receiving the service, acting as an advocate to promote independence.
* Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.
* Adaptability to changing and emerging needs as the pilot develops demonstrating flexibility and resilience in challenging situations.
* High level of interpersonal skills and emotional intelligence:
* Empathetic; caring; accepting; an encourager of responsible risk taking; supportive, and a constructive challenger who has a positive expectation for the future and embraces an unconditional positive regard approach.
* An understanding of the Housing First model and belief in the values and principles.
* Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise case load to support the national evaluation.
* ICT literate and experienced in using Microsoft applications.
* Demonstrable coaching skills to empower, challenge when needed and promote independence.
* Active listening skills, the ability to demonstrate empathy and a genuine desire to support customers to make their own decisions
* Professional and values led with integrity, inclusivity, and respect for diversity.
* An ability to work in uncertainty and maintain a positive approach.
* Ability to work flexibly and when needed, outside normal working hours
* Ability to quickly build rapport, demonstrating persistence, determination, and resilience.
* Ability and commitment to supporting vulnerable customer groups and people with complex needs – at a pace and way in which they choose.
* To demonstrate leadership qualities; strong negotiation, influencing and diplomacy skills; and the ability to advocate.
* To have a sense of humour, be personable and accept that things won’t always go as planned
* The ability to effectively network, collaborate with partner agencies and develop contacts across a wide range of local services.
* Professional curiosity and a growth mindset with the ability and willingness to apply learning in support delivery.
* Ability and willingness to work across the area to meet service delivery demands when required.

**Additional Details:** *It is strongly encouraged if your organisation follow this policy below, to add a clear statement in this job advertisement of your commitment to inclusivity such as below or to make up a different one of your choice.*

*Example -* *We welcome applications regardless of age, disability, marital status (including civil partnerships), pregnancy or maternity, race, religion or belief, sexual orientation, transgender status, sex (or gender), neurodiversity, employment status, trade union affiliation, or other irrelevant factor. We welcome applications from military veterans or service leavers. We will interview all disabled applicants who meet the essential criteria.*

*Also consider any flexible working arrangement opportunities and any selection processes that you use.*

**How to apply:** *Link to website or email address to send CV to. Please also include a telephone number for those who are visually impaired or blind and an SMS number for those who are either deaf or hearing impaired so they can initiate contact and arrange for support in applying for the job if needed in any way or request a different format or method.*

**Salary range:** *£xxxx - £xxxx*

**Closing date**: xxxx

**For information please contact:** *Name and contact details of recruiting manager.*

**Housing First Worker – Job Profile**

**Technical and professional know-how required for effective performance**

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| **Experience and knowledge:**   * Experience of providing support to people experiencing multiple disadvantage, including: homelessness, substance misuse, mental and physical ill health, offending behaviour. * Experience of effective liaison with social, health, housing and criminal justice agencies. * Experience of writing client records, completing monitoring materials and contributing to project evaluation. * A significant level of experience, practise and understanding of the principles of risk and needs assessment, planning, goal setting, and reviewing. * An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals. * A good understanding of the meaning of quality in relation to service delivery.   **Ability to:**   * Explore creative ways to engage, support and forge relationships with customers who may have a low level of interaction with or a suspicion of services. * Engage with a wide range of cross sector professionals, some of whom may have very different approaches to supporting customers and problem solving through a multi-agency approach, and advocate to agencies on behalf of the Housing First ethos. * Work effectively with customers who may, at times, present with challenging behaviour and take a trauma informed approach to understanding behaviours and building positive relationships based on trust and mutual respect. * Provide information and advice to clients about the options available to them, with the aim of empowering clients to make informed decisions and choices. * Effectively liaise with a range of service providers or agencies to establish or improve services for clients. * Communicate confidently and effectively, verbally and in writing. * Confidently undertake administrative duties including letter writing, minute taking, concise key work notes, and efficiently manage online calendar and emails.   **Attitude:**   * A commitment to improving services and life chances for people experiencing multiple disadvantage and complex needs. * The confidence to question established practice and bring a fresh perspective. * A commitment to the ethos of Housing First and to providing support that is enabling and truly client led. * A commitment to consistently holding clients in the highest positive regard. * The confidence to use your judgement and take positive risks when necessary. * Able to maintain professional boundaries and work effectively with partnership agencies. * Understanding of equal opportunities and the promotion of diversity in a working environment and when delivering a service. * A commitment to teamwork and achieving goals together. * Willingness to identify and commit to personal learning and development needs. * A commitment to working flexibly and creatively in response to changing external and organisational requirements and a willingness and ability to work outside standard office hours on occasion.   **Client Person spec – consultation with three clients who have been supported by Housing First about the qualities they seek in a Housing First worker:**   * A worker that has links to all services and has expertise across substance use, homelessness and mental health etc - ***“I don’t want to have to talk to a lot of people. I am anxious at the best of times. But getting used to one person, who can help me with anything/everything that might be going on… that’s what I want.”*** * Someone to encourage positive experiences: shopping, having coffee, activities - ***“I want someone who I can do nice things with, too, not someone who just talks about what has gone wrong, or drugs and other things… I think about those negative all the time anyway and I want a worker who I can feel positive with, happy.”*** * Workers that listen and empower clients to make their own decisions- ***“I don’t want to be told what to do. I know what to do but it’s not that easy for me. Sometimes I just want someone to hear what I have to say, what I’ve been through”.*** * A worker who focuses on the relationship, not on paperwork – and creates more time to talk about experiences - ***“I was always being asked to do forms. Do you know how hard that is for me, it made me angry and anxious. I don’t want to go into offices, I don’t want to do paperwork. I want someone who I can talk to and that’s what will really help me”*** * A worker who demonstrates an understanding of what clients may have experienced- ***“To talk to someone who has been through similar things, or maybe if they haven’t, knows someone that has… someone who doesn’t make you feel weird or different because of what you’re going through, someone who doesn’t get shocked.”*** * A worker who reminds clients they have power and agency - ***“And actually I have gone through a lot, I have survived abuse, the streets… what I want is someone to say, you are strong.”*** * A worker who can demonstrate persistence and resilience– ***“Just do it, even if they tell you to go away, you’ve got to help them. Even when people are angry – you really want someone who will stick with you, and still be kind”.*** |

## Housing First Interview Questions

* What do you think your job role should be?
* Tell me about a time when you have adapted your practice?
* When do you feel most yourself?
* What do you value most in life?
* When have you used constructive criticism?
* When have you received constructive criticism?
* What values are applicable to this role and what do you think is important?
* What three words would your friends and / or enemies use to describe you?
* Can you give me an example of an experience in life that has prepared you for this role?
* How would you feel / take if someone asked to change workers?
* Do you think there is ever a point where you would need to close someone for non -engagement?
* How would you take advice on how to do something by a Peer Mentor?

**Purpose of the day:**

Meeting the candidates who were successful at application stage with a view to selecting those we wish to invite for individual interview. We will carry out two observed activities which will be scored against a framework related to the role requirements. Any notes and scoring taken during the session will be retained with your application and processed according to GDPR

**What are we looking for?**

People who can demonstrate the personal values, qualities, and transferable skills to work in a different way; to manage the unfamiliar. We are looking for people who can demonstrate an understanding of the different layers of disadvantage, how they interact with each other, and what impact that has on people. We are looking for empathy, and the demonstration of that empathy in a person centred, trauma informed set of behaviours.