



HARP Safeguarding Statement and Equality statement

Safeguarding Statement

HARP is founded on the principles that people have a right to be completely secure from both the fear and reality of any abuse. The safety and well-being of each service user is of paramount importance.

HARP intends to create services within which people are safe from abuse, and in which any suspicion of abuse or actual abuse is promptly and appropriately responded to.

Equal Opportunities Statement

HARP recognises that people with different social and ethnic backgrounds, skills and attitudes, can bring new ideas and perceptions to an organisation.

HARP is committed to taking positive action to fight unlawful discrimination in every aspect of its work and the services it provides. HARP believes that everyone has a right to services and employment which are free from direct or indirect discrimination on grounds of gender, race, colour, creed, religion, marital status, sexual orientation or disability or any other grounds protected by legislation.

JOB DESCRIPTION

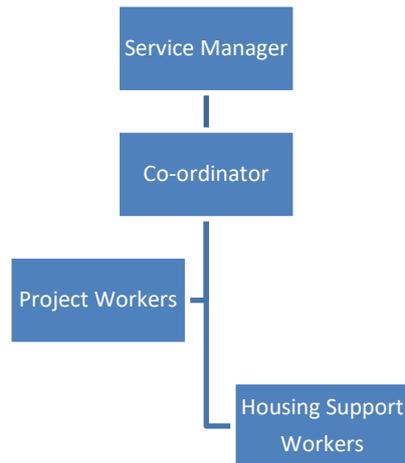
Job title:	HOUSING SUPPORT WORKER
Reports to:	Co-ordinator
Responsible for:	Volunteers, Peer Mentors
Grade:	Support Worker
Scale:	Points 14-17
Department/Service:	Floating Support Housing Service is part of Operational Services.

Job Purpose:

The Floating Support Housing Service will enable residents in various HARP managed properties in Southend and Westcliff to flourish in a stable environment with tailored support. Help will be available from HARP and partner agencies to seeking improvements to their mental health, managing physical health problems or substance misuse if required. There is a strong focus from staff working alongside residents on tenancy sustainment and improving education, training and vocational prospects to find paid work in readiness for an eventual move-on.

The Housing Support Worker will support the staff team to provide an exemplary, safe and well maintained housing service to residents. Keeping decent room standards through regular contact with residents and ensuring that HARP properties are a credit to us as a responsible landlord and in turn we are respected and maintain confidence with our neighbours, stakeholders and partners.

Organisation chart



1. Duties and key responsibilities

- Support the team to manage a caseload, key working residents and undertaking risk assessments, support plans and Outcomes Stars with follow up reviews.
- Ensuring residents receive a welcoming, supportive and positive experience that gives them the time and space to adjust to a home environment and settled way of life.
- Build warm and positive relationships with service users, keeping the individuals best interests at heart.
- Experience of working alongside team members in delivering a package of support individually tailored for each individual.
- Ensure that all health & safety checks within our buildings are carried out according to HARP policies and procedures.
- Enable residents to retain their accommodation, prevent evictions and assist residents that are ready to move on.

Delivery

- Ensure that all residents have an accurate fully maintained case file.
- Advise residents of their welfare, housing, benefit and legal rights and support and assist them where necessary in obtaining any of the benefits that they are entitled to.
- Support and assist clients in obtaining the correct medical, dental and mental health care necessary to maintain a healthy life style.
- Encourage residents who suffer with substance misuse issues to take steps to deal with these problems and support and them in engaging with the specialist agencies that can offer them treatment.
- Work alongside residents to develop living skills (budgeting, cooking, laundry & personal hygiene) ready for move on.
- Assist colleagues in a range of meaningful activities groups as required.
- Provide evening and weekend cover across all sites in accordance with the Work Rota.
- Ensure that anti-oppressive practice is an integral part of the service and that it is applied to all our service users.

Monitoring and Evaluation

- Ensure that the information on the HARP In-Form database is accurate and fully up dated so that it is always available for monitoring and reporting purposes and in line with Data Protection requirements.
- Assist colleagues with the information and data to produce relevant reports.
- Conducting exit interviews with participants.

Budget

- Provide timely housing benefit, rent top up and service charge information to the Coordinator to ensure that the rental income and occupancy records and budget is effectively managed.
- Take responsibility for service charge collection, accurate management of petty cash and recording donations.

Stakeholder management

- Providing feedback to the Coordinator highlighting appropriate training opportunities relevant to the resident.
- Develop and maintain good professional working relationships with all the other agencies that work in partnership with HARP.
- Support the Coordinator to maintain relationships with all relevant external stakeholders and organisations.

Local press and PR

- Support the work of the Fundraising Department and Communications Officer as required in promoting HARP's services to the local press and media agencies.

2. General Responsibilities

- Represent and be an ambassador for HARP.
- Attend regular team meetings, supervision sessions, and performance reviews.
- Undertake learning and development activities as appropriate.
- Abide by organisational policies, codes of conduct and practices.
- Support and promote diversity and equality of opportunity in the workplace.
- Ensure that service users are safeguarded, protected from abuse and improper treatment
- Treat with confidentiality any personal, private or sensitive information about individual organisations and or clients or staff and HARP data.
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position.

PERSON SPECIFICATION: Housing Support Worker

EXPERIENCE

1. An understanding of and experience of working face to face with vulnerable people.
2. Experience of working in the homelessness field sector or supported housing environments.
3. Experience of applying Health & Safety guidance and ensuring that policies and procedures are adhered to.

SKILLS AND ABILITIES

4. Establishing trust and maintaining a good rapport with service users when carrying out advice/support work; including the ability to identify and raise concerns regarding safeguarding.
5. IT skills at a level that supports reports, email, internet and database.
6. Ability to remain calm in a crisis and deal with all incidents in a professional manner.
7. Clear communication skills face to face and on the phone or email.
8. Ability to manage difficult situations, and deal with them calmly, efficiently and effectively.
9. Time management and organisational skills.
10. Ability to engage and motivate others.
11. Self-motivated with the confidence to work alone but can also work co-operatively and flexibly as part of a team.
12. Ability to stay focused and efficient in the face of changing priorities.

KNOWLEDGE

16. Basic understanding of the regulatory requirements and best practice guidance relating to:
 17. Homeless people and the issues that may affect them including physical ill-health, mental ill-health, drug and/or alcohol misuse
 18. Databases and writing reports
 19. Housing legislation and welfare benefits
 20. Supported Housing environments

EDUCATION/TRAINING

21. NVQ Level 2 (or working towards) in Health and Social Care (Adults) or above or other related qualification.
22. Willingness to undertake any further training that may be seen as necessary to further your knowledge and to become more effective in your role.

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS

23. Able to travel extensively within the Borough.
24. Able to work evenings and weekends and Bank Holidays on a shared rota.
25. Works well in a team with a flexible approach to work.
26. Commitment to the values and ethos of HARP.
27. Full Driving License and access to a car required.