

## Housing Support and Recovery Co-ordinator (Horsham/ East Grinstead)

### Turning Tides

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 150 staff and 250 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

Turning Tides operate a range of projects/functions:

- **Hub and Outreach Services**

- St Clare's Community Hub (Worthing)
  - Hub for multi-agency Rougher Sleeper's Team
  - In reach drug and alcohol and physical health clinics
  - Range of groups such as women's group, art, IT Junction and similar
  - Community Inclusion Team
  - Advice and Assessment Team
  - Outreach, move on support and reconnection
  - Food/clothing donations coordination
- Littlehampton Community Hub
  - Advice & Assessment team
  - Community Inclusion team
  - Breakfast Club
  - Outreach Worker across Arun
  - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
- Horsham and Mid Sussex Services
  - Outreach Manager
  - Outreach Workers
  - Support Coordinators
  - Community Inclusion Workers
  - Mental Health Coordinator
- Wellbeing Liaison Team
  - Wellbeing Liaison Team Manager
  - Counselling coordinator
  - Homelessness staying well worker
  - Mental Health Support worker x2
  - Homelessness Social worker x2
  - D2A worker
- Community Links Team
  - Community Links manager
  - Support coordinators

- Substance Misuse worker
  - Substance Misuse and Wellbeing Worker
  - HARP coordinator
- Housing First Team
  - Housing First Manager
  - Housing First Workers
- **Lyndhurst Road Accommodation Service (Worthing)**
  - 34 bed emergency/assessment service
  - 24/7 double cover staffing
  - Shared office space for local statutory and Voluntary services
  - Harm minimisation and Psychologically Informed Approach
- **Recovery Project (Worthing)**
  - 28 bed CQC Registered Tier 4 substance misuse service
  - 24/7 staffing, double day and single night cover with waking night workers
  - Social Work Co-ordinator
  - Abstinence and harm minimisation
- **Byron and Manor Road Hostels (Worthing)**
  - 15 bed complex needs
  - 24/7 staffing, double day and single night cover with waking night workers
  - 14 bed move on hostel
  - Abstinence and harm minimisation
  - Psychologically informed approach
- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
  - 18 houses for move on and long term housing
- **Community Fundraising Team**
  - Organising regular fundraising events throughout the year.
  - Increasing our donor database
  - Delivering talks about the work of Turning Tides
  - Securing fundraising income as required to protect the provision of services
  - Educating the local community about homelessness
- **Co-ordination of 250+ Volunteers**
  - Mentoring and Befriending Scheme
  - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to [www.turning-tides.org.uk](http://www.turning-tides.org.uk)

## Housing Support and Recovery Coordinator (Horsham/ East Grinstead)

### Job Background

Turning Tides operates a range of supported accommodation projects within Horsham and Mid Sussex, both for those in recovery from addiction to drugs alcohol and those who are not. This role is based primarily across our two small recovery Houses in Horsham and our 17-bed low support project in East Grinstead, and will link in closely with our residential and outreach teams in Horsham and Mid Sussex, to ensure that effective pathways are developed for those accommodated in these services.

The role will involve providing personalised support through individually-negotiated and agreed support plans for clients, who require stable secure accommodation in order to continue their journey out of homelessness. We aim to provide a psychologically informed service that uses a strengths-based approach. This role will include both direct client support, and housing management responsibilities, such as managing referrals and assessments; working within agreed budgets; collecting service charge; void management and health and safety/maintenance checks.

The post holder will support clients through a mix of both practical and psychosocial interventions including housing support; skills development; rebuilding relationships. It is expected that this work will involve a multi-agency approach involving housing; probation; drug and treatment services; health and wellbeing services and mutual aid groups such as AA and NA.

The post holder will work flexibly, enabling them to be present at key times during the week in line with individual client needs and service requirements.

Our vision is to:

- Develop links with like-minded services in Horsham, East Grinstead and surrounding areas to create a strategic joined up response to supporting clients in the service
- Develop a sustainable community-led and psychologically informed model working with those who are abstinent and those who are not
- Develop clear pathways into independent accommodation for clients, minimising cyclical homelessness and relapse

## Key Terms and Conditions

|               |  |
|---------------|--|
| Hours:        | 37.5 hours per week – across 2 sites<br>22.5 hours at Horsham<br>15.0 hours East Grinstead   |
| Pension:      | All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack. |
| Contract:     | Permanent  |
| Annual Leave: | 25 days, increasing 1 day per year up to 28 days (not including bank holidays).  |

## Summary of the Role

To provide housing management and support to residents at Turning Tides within our accommodation services in Horsham and East Grinstead.

This support will include utilising a psychologically informed approach, creating relapse prevention (where necessary) and strengths-based support plans; developing risk management plans and supporting clients to develop recovery capital and access appropriate services in the local community.

You will support clients to develop practical skills in areas such as tenancy sustainment, budgeting, accessing welfare benefits, applying for voluntary work, CV writing etc.

This role will also lead on housing management of the Horsham services, including referrals and assessments, collection of service charge and other financial reporting, void management, reporting and health and safety/maintenance checks, future housing needs.

## Reporting to

Move on Housing Manager (North)

## Location

Horsham and East Grinstead

## Key Responsibilities

### Housing Management

- Work proactively to seek referrals into the service, forging relationships with local substance misuse services, local councils, housing providers and teams within Turning Tides
- Completing assessments and inductions into the service
- Manage voids and oversee budgets to ensure that the service remains financially stable
- Complete all health and safety checks and risk assessments, keeping accurate records, that are compliant with relevant legislation
- Ensure that maintenance issues are responded to appropriately and that clients have a clean and safe environment to reside in
- Ensure housing benefit payments are applied for and received, and be responsible for collection of service charges and associated debt management plans as required
- Complete monthly rent tracking and income sheets

### Support Work

- Provide personalised individual plans, utilising a psychologically informed approach. These plans should include SMART objectives with a tailored wrap-around support service to clients, encompassing related social and health care needs.
- Develop and assist in the delivery of core-skills support to clients such as:
  - Tenancy sustainment
  - Relapse prevention
  - Employment and education
  - Budgeting
  - Rebuilding relationships lost through addiction
- Provide information, advice and an advocacy service for clients, to support clients to access appropriate services, including; welfare benefits, liaison with housing providers, mutual aid groups and access to treatment (including GP, drug, alcohol and mental health services etc.)
- Provide focussed support and expertise, supporting the development and monitoring of individually tailored recovery and relapse prevention plans
- Maintain health and safety standards, encouraging residents to take responsibility, both individually and collectively for keeping the accommodation and communal areas clean
- Support clients to develop skills to adhere to terms and conditions of license agreements and take actions to ensure compliance as appropriate and when required

- Complete move on housing plans in conjunction with clients in an appropriate and timely manner. Developing relationships with local providers and landlords in the privately rented sector to develop pathways out of homelessness
- Provide weekly 1-2-1 support to clients in line with individual recovery plans
- Ensure all support plans and risk assessments are up to date and take account of changing needs
- Support regular house meetings and coproduction activity within the Horsham houses to ensure collaboration, choice and control over the project and its development

### Inter-agency working

- Develop and maintain positive partnerships with other agencies locally to create positive recovery networks and to enhance the support available to clients
- Ensure that you keep up to date with local/national support services including within the statutory and voluntary sector
- Work in partnership with local district council's Housing Options services and with Turning Tides residential and Outreach Teams to promote joint working and find sustainable solutions for clients

### Monitoring

- Ensure that appropriate records are maintained using our Inform client information system including:
  - Needs assessments
  - Support plans
  - Risk Assessments and Risk Management Plans
  - Interventions
- Maintain and keep accurate records, including any incidents, accidents, complaints and welfare concerns.  
Provide quantitative and qualitative data, such as case studies and reports at regular

### Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
  - Health and Safety
  - Adult and Child Safeguarding, Professional Boundaries
  - Confidentiality and Data Protection Act
- Ensure all service policies and procedures are regularly reviewed and well embedded.

- Play an active part in the development and implementation of organisational wide policies and procedures.

### Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach.
- Undertake equalities impact assessments and reviews.

### General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the ethos of Turning Tides.

## Person Specification

### Recovery Housing Coordinator (Horsham/East Grinstead)

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “S or S/I” on the person specification) on **page 4** of your application form.

E = Essential criteria   D = Desirable criteria   S = Short listing criteria   I = Interview criteria

| Criteria  | E or D | S or S/I |
|---|--------|----------|
| <b>Knowledge</b>  |        |          |
| <b>1. Good knowledge of housing and homelessness issues</b>   | E      | S/I      |
| <b>2. Extensive knowledge of alcohol, drugs and issues around addiction and relapse management</b>  | E      | S/I      |
| <b>3. Basic knowledge of mental health and personality disorders</b>  | E      | S/I      |
| <b>4. Good understanding of the welfare benefits relating to adults</b>   | E      | S/I      |
| 5. Basic knowledge of psychologically informed environments   | D      | I        |
| <b>Skills</b>   |        |          |
| <b>1. Able to motivate and inspire clients to make positive life changes</b>  | E      | S/I      |
| <b>2. Able to work alone and in a team, taking initiative and responsibility for completing tasks, where appropriate</b>                  | E      | S/I      |
| 3. Able to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships | D      | I        |
| 4. Ability to take responsibility and make difficult decisions when required  | D      | I        |
| <b>5. Able to manage difficult/ challenging behaviour using assertiveness and de-escalation techniques</b>                                | E      | S/I      |
| 6. Commitment to extending own professional competence and knowledge.   | E      | I        |
| <b>7. Good computer literacy skills – including the basic use of Excel</b>  | E      | S        |
| <b>Experience</b>   |        |          |
| <b>1. Experience of delivering support to those who have experienced homelessness</b>   | E      | S/I      |
| <b>2. Experience of working within a recovery/substance misuse setting</b>  | D      | S/I      |
| <b>3. Experience of delivering support to vulnerable people</b>   | E      | S/I      |