

<b>Job Title</b>	<b>Housing Support and Recovery Co-ordinator</b>		
Team	Move-on-Housing North	Reports to	Move-On-Housing Manager
Department	Operations	Location	Horsham
Flexibility for home working	<u>Y/N</u>	Direct Reportees If yes, number:	<u>Y/N</u>
Budget responsibilities	<u>Y/N</u>		

## 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 all assessments and inductions into the service.
- Manage voids and oversee budgets to ensure that the service remains financially stable, including completing monthly rent tracking and income sheets
- Complete all health and safety checks and risk assessments, keeping accurate records, that are compliant with relevant legislation and ensuring 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

### Support Work

- Provide personalised individual abstinence-based recovery plans utilising a psychologically informed approach.
- Develop and assist in the delivery of core-skills support to clients.
- Provide information, advice and an advocacy service for clients, to support clients to access appropriate services.
- 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.
- 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.

### **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.

### **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

### **Equality and Diversity**

- Promote and embed a proactive approach to equality and diversity – by example and approach.

### **General**

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team.
- Maintain at all times the ethos of Turning Tides.

## Specification

Applicants will be invited to interview based on the following criteria.

### Knowledge and Experience

Criteria
Good knowledge of housing and homelessness issues
Extensive knowledge of alcohol, drugs and issues around addiction and relapse management
Basic knowledge of mental health and personality disorders
Good understanding of the welfare benefits relating to adults

### Skills and abilities

Criteria
Able to motivate and inspire clients to make positive life changes
Able to work alone and in a team, taking initiative and responsibility for completing tasks, where appropriate
Able to manage difficult/ challenging behaviour using assertiveness and de-escalation techniques