

Job Title	Move on Housing Support Worker		
Team	Move On Housing Worthing	Reports to	Move On Housing Services Manager
Department	Operations	Location	Worthing
Flexibility for home working	N	Direct Reportees	N
Budget responsibilities	N		

Key Responsibilities

- To provide a range of housing and therapeutic support to residents living in Turning Tides' Move on Housing to ensure that tenancies are sustained, and diverse support needs are met such as access to mental health / substance use and health services, general practical help, assistance with benefits, budgeting, life skills and necessary planning to move into independent accommodation.
- Managing and monitoring the risks associated with substance or alcohol use and ensuring that we provide good quality, robust harm minimisation support.
- Key working a dynamic caseload of residents with the ambition to move on to sustainable, independent long-term housing.
- Develop, monitor and review person-centred support plans, risk assessments and structured move on plans in collaboration with clients and associated professionals, as well as provide support and advice to staff in creating and reviewing such plans with clients.
- Promote and encourage coproduction and resident involvement in the service and within Turning Tides as a whole. Taking every opportunity to involve residents in the design and delivery of services and to provide feedback on the quality-of-service provision.
- To promote effective collaborative working with internal and external services, particularly other internal residential projects.
- Make a positive contribution to and work constructively within the team, including the use of Reflective Practice and developing your own abilities to enhance team performance.
- To provide occasional weekend support for residents in rotation with other members of the Move on Housing team.

Housing Management

- Ensuring the requirements of licence agreements are fulfilled by residents, including collection/ monitoring of service charge/licence fees within the context of developing creative budgeting skills, and assisting with benefit claims.
- Maintaining and keeping accurate records including events and incidents, complaints, resident's files, statistics and other monitoring information. To provide written reports on specific areas as required by the Housing Services Manager.
- Joint responsibility for Housing management tasks including - health and safety, security in the workplace, service charge collection and supporting the maximising of income to the service.
- Carrying out weekly client welfare and room checks in line with internal policy and procedure and be confident in raising / escalating concerns and finding creative solutions to mitigate risk.

General

- Abide by all Turning Tides' policies and procedures and regulatory requirements at all times.
- Promote a proactive approach to equality and diversity
- To consider co-production when working on all new initiatives or changes as and when they arise.
- To be able to support the service as required, in terms of flexibility of working hours in line shift patterns*
- Undertake any other reasonable duties required by the management team.
- Always maintain the ethos and values of Turning Tides.

Specification

Knowledge and Experience

Criteria
Good knowledge of welfare benefits, financial inclusion, housing and homelessness law and policy relevant to homelessness.
Good knowledge of Health and Safety, Safeguarding and Confidentiality.
Good knowledge and practical experience of using person-centred tools to support recovery and development of clients, as well as the ability to transfer such knowledge and any associated skills.
Experience of delivering support to people with multiple and complex needs.
Commitment to and good understanding of equality and diversity.

Skills and Abilities

Criteria
Commitment to personal growth and extending own professional competence and knowledge.
Good computer literacy skills and ability to make effective use of systems to improve service quality
Ability to communicate verbally and in writing with a wide range of audiences including clients, colleagues, and outside agencies.
Ability to effectively network and utilise internal and external resources to form collaborative person-centred support to clients.

Specific job requirements

Criteria
Post holder must hold a clean driving licence and be able to drive a vehicle.