Job Department: Housing Support

Location: Inverness

Background: New Start Highland is a dynamic and evolving organisation which creates opportunities for transformation in people’s lives. New Start offers a range of services including a Housing Support Service for people moving from homelessness in the wider Inverness community as many tenancies fail at an early stage due to a lack of support. This service also assists people who are having difficulty maintaining an existing tenancy.

We are looking for a highly motivated individual, with a proven track record and the skills and attributes required to work within New Start Highland as part of a team of support workers.

Purpose of Post

The overall aim of the post is to support young people to develop the skills to manage a tenancy independently. Clients will be young people taking up a tenancy, or young people referred to the service due to being at risk of homelessness.

The Housing Support Worker will:

- Assist in assessment of support needs and development of individual support plans;
- Ensure effective delivery of a support programme targeted to young peoples’ needs, developed in consultation with the individual;
- Support young people to develop the skills they require to manage their tenancy;
- Signpost individuals to appropriate support services and support them in making contact with these agencies;
- Deliver a cohesive support service which will achieve positive outcomes for young people experiencing housing related challenges.

Accountability

Responsible for

- Supporting young people who are homeless or at risk of homelessness to secure temporary accommodation, to sustain living in temporary accommodation, to prepare for and make the transition to independent living.
- Supporting young people through the transition of taking up their tenancy.
- Enabling young people to understand the rights and responsibilities of being a tenant and aiming to develop in young people the skills and sense of personal responsibility necessary to manage a permanent tenancy.
- Consulting with individuals over their support needs, agreeing goals, planning how these will be achieved and meeting regularly with the individual to support them to achieve desired outcomes. This will include reviewing progress of individuals in a planned way and, as required, referring them to other support services;
- Supporting young people in addressing challenges that impact negatively on their health and well-being and their ability to sustain independent living.
- Supporting new tenants through the transition of taking up their tenancy – including practical arrangements such as ensuring the tenancy agreement is signed, that utilities are connected and referral to other services if required;
- Supporting young people to develop constructive relationships and the knowledge and practical skills which will help them maintain their tenancy – including engaging with official agencies, such as benefits agencies and housing services.
- Supporting young people to develop their range of practical home-making skills including cooking, cleaning, money management and personal care.
- Assisting and encouraging young people in pursuing training, employment or educational opportunities.
- Assisting young people to develop the skills they need to engage with official agencies, including benefits agencies and housing services.
- Assisting young people to develop the social skills they need to be responsible neighbours.
- Working constructively with other agencies, enhancing existing and developing new partnerships in the delivery of support;
- Providing advocacy on behalf of clients in dealing with official bodies as required;
- Ensuring all New Start Highland values, policies and procedures are adhered to in a consistent manner;
- Maintaining suitable systems and procedures that will ensure record keeping is of a high standard in line with The Highland Council, The Care Inspectorate and New Start Highland requirements;
- Undertaking any other duties appropriate to the post;
- Acting within the values and culture of New Start Highland and with the responsibility and professionalism expected;
- Ensuring compliance with New Start Highland policies and procedures and relevant Health and Safety regulations. Also contributing to risk assessments and working procedures.

<table>
<thead>
<tr>
<th>Working Relationships</th>
<th>Develop and maintain positive working links with partners, statutory and support agencies and other teams within New Start Highland.</th>
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</thead>
</table>
| Key Results | Ensure all clients receive outstanding support to enable them to progress with their lives;  
Ensure that excellent outcomes are achieved; 
Model the delivery of the Housing Support Worker function to an exemplary standard; 
Achieve Housing Support Service targets. |
| Conditions | Based in Inverness and Invergordon, posts are on a Full-Time, Part-Time and Relief basis. There are pro-rata 32 days holiday per year, inclusive of public holidays. The hourly rate is £9.48. There will be an opportunity to participate in a contributory pension scheme. This post requires PVG Scheme Membership. |
## Person Specification

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Housing Support Worker</th>
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<tbody>
<tr>
<td>Department</td>
<td>Housing Support</td>
</tr>
<tr>
<td>Location</td>
<td>Inverness</td>
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<tr>
<td>Reports to</td>
<td>Housing Support Manager</td>
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<tr>
<td><strong>GRADE</strong></td>
<td><strong>TYPE OF POSITION:</strong></td>
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<tr>
<td>x Support Worker</td>
<td>x Full-time, Part-time and Relief Hours</td>
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### GENERAL DESCRIPTION

The Housing Support Worker will support individuals who have needs related to maintaining their tenancies. They will assist people to develop the knowledge, abilities, skills and confidence to manage their tenancies independently.

### CORE SKILLS AND COMPETENCIES

#### SKILLS & KNOWLEDGE

- **Essential**
  - Exceptional ability to relate to people;
  - Awareness of good practice in supporting people;
  - Knowledge of issues leading to homelessness;
  - Clean driving licence and access to a car;
  - Ability and willingness to work within New Start’s core values and culture.
  - Commitment and ability to work in a planned and orderly manner;
  - Ability to take responsibility and demonstrate accountability;
  - Willingness to undergo further training;
  - Ability to work on own initiative and to deadlines;
  - Exceptional organisational skills;
  - Ability to organise and record workload independently whilst working to Team Leader’s guidance.
  - Ability to work well within a team – exchanging ideas and collaborating to achieve positive results.

- **Desirable**
  - Knowledge of wider homelessness issues and services
  - Knowledge of housing law
  - Knowledge of the benefit system
  - Evidence of appropriate training, experience and/or qualifications (SVQ2/3 in social care).
  - Knowledge of agencies providing related services for clients.
  - Familiarity with Microsoft Office package
- A flexible approach to working as a team member.
- Ability to liaise well with other agencies whilst representing New Start positively and constructively.
- Ability to support others effectively.

### EXPERIENCE

**Essential**
- Experience in relating effectively with the public.
- Experience of working with 16-25 year age group.

**Desirable**
- Experience in delivering housing support or a similar discipline.

### APPROACH

**Essential**
- Comfortable interacting with people from all backgrounds;
- The ability to deliver outcomes whilst maintaining the integrity and reputation of the organisation;
- A clear understanding of the organisation and willingness to live up to its values and aspirations;
- A good understanding of the barriers which young people in particular face;
- A desire to work with young people towards their progression into independent living;
- A team player;
- The ability to maintain good humour under pressure;
- Progressive attitude to learning and an ongoing willingness to adapt and change as the organisation evolves.

**Desirable**
- A willingness to go the extra mile for colleagues, customers and stakeholders;