Our Vision – That everyone in our community has a place they can call home

Housing/Homelessness Worker

Job Description

Reporting to: Housing Manager

Responsible for: None

Main purpose of the job

1. To work as part of the housing team at Pathways to support people who are homeless or at risk of homelessness
2. To manage a caseload of clients and support them to find sustainable housing options
3. To work holistically to support clients to access support to meet their needs

Key objectives

1. Support clients to access sustainable housing options
2. Support clients to access support to meet their needs
3. Participate in the day to day running of Pathways service

Key tasks

Client work

1. To manage a caseload of clients
2. To conduct holistic assessments
3. To carry out ongoing support plans and risk assessments
4. To make appropriate referrals for housing
5. To support clients to ensure they are accessing other support to meet their needs.
6. Support clients to ensure they are accessing the right benefits
7. To support clients to complete relevant forms
8. To support clients to appointments where needed
9. Offer home visits to newly housed clients to set up initial tenancy needs
10. To safeguard adults and children from harm in accordance to policies and procedures
11. To support clients using a multi-agency approach
12. To attend relevant multi-agency meetings as required
13. To participate in street outreach when required

Record Keeping

1. To complete case notes in accordance to policies and procedures
2. To keep the client management system up to date
3. To process new referrals inline with policies and procedures

Operational

1. To work as part of the rota and offer cover when needed
2. To work as part of the team to ensure the safety of anyone accessing Pathways including clients, volunteers and staff
3. To ensure health and safety and hygiene standards are adhered to
4. To ensure Pathways is run in accordance to policies and guidelines

Finance

1. To use finances inline with Pathways policies and procedures

Overall project

1. To have an awareness of Pathways wider goals
2. To participate in activities that promote Pathways
3. To represent Pathways at meetings as and when required.
4. To continue to develop knowledge and share and support the team

General

1. To attend regular teams meetings
2. To participate in Pathways supervision and appraisal process.
3. To undertake any other duties as requested by the manager.

Person Specification

Qualifications

- GCSE/'O' Level in English Language (Grade A*-C) or equivalent qualification

Experience

- Experience of support planning and key-working processes
- Experience of conducting risk assessments
- Experience of crisis work with vulnerable service users
- Experience of managing challenging behaviour
- Experience of organising resources and prioritising workloads to meet deadlines

Skills

- Ability to be a role model for the Pathways values
- Ability to work cooperatively and supportively with others as part of a team
- Ability to build relationships with service users, gaining their trust and understanding their needs
- Ability to maintain boundaries
- Ability to communicate effectively with people at all levels in a variety of situations
- Ability to implement the aims and objectives of Pathways at a functional level
- Computer literate and competent with Microsoft Office Software
- Ability to use client record management systems

Knowledge

- Knowledge of current relevant legislation and policies relating to housing and social care
- Knowledge of local health and social care services relevant to the service users who access Pathways support
- Knowledge of issues surrounding homelessness
- Knowledge and understanding of the needs of our service users
- Understanding safeguarding vulnerable adults
- Understanding of confidentiality in a social care setting

Personal qualities

- Strong Listening skills
- Empathic approach
- Non judgmental
- Ability to be reflective
- Commitment to professional development