

# RECRUITMENT PACK

## SUPPORTED HOUSING WORKER

# CANDIDATE PACK

Thank you for your interest in working for Julian House. We are a growing organisation providing life-changing services to people facing acute challenges in their lives.

This pack contains the following information:

- About Julian House
- Our Vision and Values
- Job Description and Person Specification
- Guidance on Completing the Application Form
- Benefits
- Terms and Conditions

Julian House is an Equal Opportunities employer and welcomes applications from all sections of society. This includes applications from those with personal experience of homelessness or other forms of social exclusion.

I hope you find this pack helpful and consider making an application.

If you decide to apply, we look forward to discussing the part you can play in Julian House's future.

## Contact Details

Should you have any questions about this position or would like additional information, please do not hesitate to contact the HR team - [HR@julianhouse.org.uk](mailto:HR@julianhouse.org.uk)

(Strictly no agencies please)

# ABOUT JULIAN HOUSE

Julian House is a growing organisation - providing life-changing services to people facing acute challenges in their lives.

We are a charity and registered provider with the Homes and Communities Agency. We were originally established in 1987 after a homeless man died on the streets of Bath. Spurred by this tragic incident, our founders decided that something needed to be done to help the homeless.

Our roots as an organisation are therefore in meeting the needs of street homeless people. In the early days this was limited to offering essential food and shelter. Over time we have developed many new projects which not only address the symptoms of homelessness, but also tackle the underlying complex causes: including offending; substance misuse; domestic abuse; mental health needs; physical health needs and unemployment.

Today we provide service users with multiple and complex needs with accommodation, person-centre support, skills training, employment support and work-experience opportunities to improve their life choices and chances. We aim to empower our service users to regain control over their lives, to develop their skills, resilience and independence and rebuild a future for themselves and their families after homelessness, prison, addiction, domestic abuse, and long-term unemployment. We work across South West England. We remain focussed on those in our communities who are the most excluded. Our main activities are the provision of:

- Specialist housing support services, providing safe and supportive accommodation and outreach for rough sleepers, offenders and ex-offenders, people with substance misuse needs, men, women and children with experience of domestic abuse, refugee families, and single homeless people with a range of complex needs.
- Social enterprise projects providing structured training, accredited qualifications, work experience and employment support for a range of socially excluded people.

Julian House is a voluntary organisation at its core and there are more than two active volunteers for every employed member of staff.

**For more information**

**Visit our website [www.julianhouse.org.uk](http://www.julianhouse.org.uk)**

# OUR VISION AND VALUES

**We value the individual.**

**We are collaborative.**

**We are creative.**

We strive to:

- Hold Service Users central to everything we do.
- Pursue effectiveness, efficiency and financial stability.
- Value all those who work and volunteer within the organisation.
- Build productive relationships and collaborations with local councils, agencies, and other charities in the sector.
- Embrace and lead change and development.
- Strive for fairness and equality.
- Act responsibly towards the environment.

## VISION

Our Vision is:

- A just society where socially excluded people are supported and empowered to build sustainable, independent lives.

# JOB DESCRIPTION

## ***JOB DESCRIPTION***

- Job Title:** Supported Housing Worker
- Responsible to:** Team Leader for the service.
- Julian House:** We transform the daily lives and futures of people who are homeless and socially excluded, through the provision of high-quality housing and support services. Our vision is for a just society where socially excluded people are supported and empowered to build sustainable, independent lives. In everything we do we are creative; we are collaborative; and we value the individual,
- Service:** Barnabas House, Corn Street, Pulteney Street and Claude House provide a total of 27 units of short-term supported accommodation in Bath and North East Somerset. 21 units are medium-high support and 6 units are lowmedium support.
- Clients:** The service is primarily for people who have a recent history of rough sleeping, but who often do not meet the priority need threshold for social housing. Clients lead complex lives and may have experienced or still be experiencing, trauma, mental ill-health, substance misuse, domestic abuse and have involvement with the criminal justice system.
- Job role:** The Supported Housing Worker is expected to build trusting and empowering relationships with clients and provide person-centred housing support to a caseload of up to 10 people. The Supported Housing Worker will enable clients to identify their strengths and goals, and develop their skills, confidence and well-being, so they can successfully maintain their accommodation and prepare for a positive move-on; avoiding a return to homelessness/the streets.
- Place in Team:** The Supported Housing Worker will work in a small team, under the direction of the Team Leader for the service.

### **Key Responsibilities:**

- Complete detailed and thorough sign-ups to ensure that new clients moving into the service understand their rights and responsibilities and the conditions of their license agreement and have a valid Housing Benefit claim in place.
- Ensure new clients are welcomed and inducted into the service and are familiar with the area, local facilities and other services.
- Empower a caseload of clients, to identify their strengths and goals, and develop their skills, confidence and well-being, so they can successfully maintain their accommodation and prepare for a positive move-on; avoiding a return to homelessness/the streets.
- Assess, plan, deliver and review person-centred support plans which empower clients to progress towards their goals and greater independence.

- Ensure ongoing assessment and management of risks associated with clients with an attitude of positive risk taking.
- Actively report repairs and maintenance issues, and support clients with daily living activities, such as cleaning, including practical assistance where skills are not yet developed, to ensure that clients enjoy a high quality of accommodation.
- Empower clients to engage effectively with other professionals such as community mental health teams, social work teams, housing providers, health professionals, probation workers, Job Centre Plus.
- Develop client-led group activities and opportunities for peer support and encourage clients to access these.
- Work flexibly as part of a team to ensure service coverage and that contractual obligations and people's needs are met, which may occasionally include weekend and evening working as required.
- Actively monitor the health, wellbeing, safety and security of the service and clients, through regular checks; ensuring all concerns are followed up promptly and in line with procedures.
- Participate in the core work of the service, providing support to colleagues, carrying out tasks allocated by the Team Leader and using initiative to identify and deal with additional tasks as they arise.
- Ensure that administration is done promptly and to a high standard using the electronic case management system; with detailed, concise and accurate records created in real-time, and ensuring that confidentiality is appropriately maintained
- Collect rents and service charges, and manage arrears proactively by following policy, protocol and procedure to support people to maintain their tenancy and develop independent living skills by paying service charges and rent.
- Use supervisions and reflective practice opportunities to consider your strengths, weaknesses, thoughts, beliefs and motivations.
- We are committed to safeguarding and promoting the welfare of adults, children and young people who are potentially at risk, and we therefore expect all staff to do the same. We require all staff to undertake internal and external safeguarding training throughout their employment with us.
- Carry out duties in line with organisational policies and procedures.

### **Key Skills:**

- Experience of working with people who have experienced homelessness or rough sleeping, in a paid or voluntary role, and/or personal lived experience of homelessness.
- The ability to listen and learn quickly, to find out and gather information and make defensible decisions.
- The ability to receive, process and accurately record detailed information, sharing it with others, as appropriate and within the framework of confidentiality and safeguarding.

- The ability to work with people who may display challenging behaviour and to defuse potentially difficult situations.
- Have a solution focused approach and the capacity to work constructively, creatively and collaboratively with others towards problem solving.
- Be optimistic about the possibility of change and the clients' capacity to change.
- A calm, respectful, non-judgemental and anti-discriminatory approach.
- The ability to work within a structured, busy and sometimes pressured and emotionally charged environment.
- Willing to go the extra mile and work as part of a team.
- Knowledge and understanding of safeguarding issues and ability to address them appropriately.
- Willing to engage in supervision, reflective practice and self-care.
- Ability to be warm and empathetic while maintaining appropriate boundaries.

## PERSON SPECIFICATION

<b>Knowledge &amp; Skills</b>	
The ability to listen and learn quickly, to find out and gather information and make defensible decisions.	Essential
The ability to receive, process and accurately record detailed information, sharing it with others, as appropriate and within the framework of confidentiality and safeguarding.	Essential
The ability to work with people who may display challenging behaviour and to defuse potentially difficult situations.	Essential
Have a solution focused approach and the capacity to work constructively, creatively, and collaboratively with others towards problem solving.	Essential
Be optimistic about the possibility of change and the clients' capacity to change.	Essential
A calm, respectful, non-judgemental, and anti-discriminatory approach.	Essential
The ability to work within a structured, busy, and sometimes pressured and emotionally charged environment.	Essential
Willing to go the extra mile and work as part of a team.	Essential
Knowledge and understanding of safeguarding issues and ability to address them appropriately	Essential
Willing to engage in supervision, reflective practice and self-care.	Essential
Ability to be warm and empathetic while maintaining appropriate boundaries.	Essential
<b>Experience</b>	
Working with people who have experienced homelessness or rough sleeping, in a paid or voluntary role, and/or personal lived experience of homelessness.	Essential

# GUIDANCE NOTES ON COMPLETING YOUR APPLICATION FORM

**Please read these notes carefully. They have been written to help you make the best of your application. The decision to shortlist you for interview will be based solely on the information you provide on the application form and supporting statement. Please do not send us your CV or any additional information.**

The supporting statement should address how your experience and skills equip you to fulfil each element of person specification.

## EXPLANATION OF TERMS USED

- Job description - Gives details of the duties of the post. Use this as a guide to decide whether or not you think the job would suit you.
- Person specification - Lists the criteria, which will be used to assess your application & covers the qualifications, specialist knowledge and experience that we are looking for.

## WORK EXPERIENCE

Include all relevant work experience including part-time or voluntary work, particularly if you have not been employed on a full-time basis before include any previous posts you may have had with your current employer.

## REFEREES

One of the referees that you provide should be your present or most recent employer. If you have not been employed, or have been out of employment for a period of time, you may wish to give the name of anyone who knows you sufficiently well to confirm the information that you have given and to comment on your ability to do the job.

## NOTIFYING YOU ABOUT YOUR APPLICATION

Please note we are not able to personally acknowledge receipt of individual applications; once your application has been completed on-line you will, however, receive a confirmation email from the system. We will shortlist as soon as practicable and generally aim to notify shortlisted applicants within 5 days of the closing date. Unfortunately, due to the high volume of recruitment Julian House is generally not able to give feedback on applications that have not been shortlisted.

## SENDING IN YOUR APPLICATION

Applications received after the published closing date will not be considered.

# **BENEFITS**

## **PENSION SCHEME**

Your pension scheme is a defined contribution scheme with the Social Housing Pension Scheme. Under auto enrolment you will automatically be enrolled in the pension scheme at 4% contribution from your pay and 4% from Julian House. You can opt out of the pension scheme, and you can also increase your contribution to the pension and Julian House will match your contribution up to 6% of your salary.

## **EMPLOYEE ASSISTANCE PROGRAMME**

You can access a free and confidential support service. Help is available for everything from relationships, to stresses or life events, bereavement and loss, family issues, anxiety and depression, disability and illness, bullying and harassment, debt, health and well-being.

## **STAFF AWARD SCHEME**

Once a year, fellow staff are able to nominate colleagues for exceptional pieces of work. The winners are awarded fantastic prizes. Sadly, you cannot nominate yourself!

## **CASH HEALTH PLAN**

Your cash health plan with Simply Health helps you cover the cost of visiting the dentist, optician, physiotherapist, chiropractor and a number of other healthcare professionals. Whether it is a check-up, treatment or an emergency, the scheme will give you cash back dependant on your type of claim.

## **TRAINING AND DEVELOPMENT**

We offer staff a wide range of training and development opportunities to realise your potential and enable you to achieve your best.

## **20% DISCOUNT AT JULIAN HOUSE SHOPS**

You can claim a 20% discount on all new and refurbished bikes, accessories, parts, servicing and repairs at our bike workshop social enterprises as well as at our charity shops.

## TERMS AND CONDITIONS

Salary: £20,300.00 pa

Hours of work: Full time – 37.5 hours per week

Contract: Permanent

Holidays: There is an entitlement of 25 days annual holiday, plus Bank Holidays (pro rata for part time). There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness: (5 days pay during probationary period): 2 weeks full pay, 4 weeks half pay (pro rata for part-time).