

Job Description

Post Title:	Care and Housing Support Worker
Accountable to:	Operations Manager
Location:	Local LIFE Office
Contract:	Part time
Hours:	20 hrs per week

Main Purposes of the Job:

1. To ensure that every service user is provided with appropriate support to acquire the skills and knowledge to move on to independent living with their child(ren)
 2. To ensure within the LIFE House that every service user is provide with a safe, secure and high quality accommodation and clients within the community are supported to provide the same for their families
 3. To adhere to the Care and other LIFE policies, ensuring all counsellors and volunteers work within the guidelines as set out
 4. To liaise with Counsellors and Volunteers within the Care Centre.
 5. To develop local Networking relationships within the local area.
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Key Achievement Areas:

1. To interview applicants for either the LIFE House or Care Service, assessing their individual support needs.
2. To provide day-to-day support to the service users either within the LIFE House or local community.
3. To deliver an ethical non-judgemental skilled listening/counselling service. This may be delivered over the telephone or face to face.
4. Within the LIFE House ensure that the support plans are kept up to date and reviewed regularly and action any identified need from them, including reviewing the risk assessment

5. Provide a housing management service ensuring repairs and maintenance issues are dealt with and tenancy conditions are adhered to and the LIFE premises are kept in a clean and tidy condition.
6. Maintain all records and statistics in line with the policy and procedures manual, using the software provide for housing or care.
7. To implement the Life skills programme with the LIFE house or within the service users own home through individual sessions.
8. Liaising with professionals and agencies who provide related support services and move on accommodation.
9. To maintain contact with the local LIFE Group attending group meetings or other relevant meeting arranged by voluntary and statutory services.
10. Implement Health and Safety procedures relating to the accommodation and Care Centre, lone working practices and Safeguarding including the production of reports for social Services on request.
11. Organise and attend regular house meetings and support service users in contributing to service improvements.
12. Contribute to the continuous improvement of the service through involvement in working parties, sharing good practice and project work.

Personal responsibilities:

The post holder must assume responsibility for their own professional and personal development (supported by LIFE where appropriate) to ensure their continuing competence to deliver LIFE's requirements.

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the Charity and maintain the highest professional standards at all times
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in light of experience and/or organisational requirements, and in consultation with the post holder.

This position is subject to an enhanced DBS check and is open to women only (*Exempt under the Equality Act 2010 Schedule 9, Part 1)

Post Title: CARE AND HOUSING SUPPORT WORKER

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Team Working		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
Communication		
Communicates effectively and openly at all levels	✓	
Good written and verbal communication skills	✓	
Ability to promote the Charity to a wide range of individuals and external contacts	✓	
Experience of communicating effectively with clients, volunteers and other relevant bodies.	✓	
Ability to deal with vulnerable people sympathetically	✓	
Strategic Ability / Innovation		
Ability to be pro-active and contribute to the development of services		✓
Experience in delivering results		✓
Service Delivery		
Experience in the delivery of support and caring environment	✓	
Understand of principles of budgetary control		✓
Experience/Knowledge/Qualifications		
Proven experience of working within a care and housing support service		✓
Minimum of a level 2 listening skills or counselling degree	✓	
Knowledge and of needs assessment and support planning		✓
Knowledge of Housing Benefit and Welfare Benefits systems		✓
Knowledge of Health & Safety Legislation		✓
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office	✓	
Administration skills and ability to deal with complex enquires and clients	✓	

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Personal Qualities		
Committed to the vision, mission and values of the Charity	✓	
Positive outlook with outgoing and approachable personality	✓	
Ability to work on own initiative, handling pressures of meeting targets and deadlines	✓	
Ability to motivate others and work as part of a team	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation		✓