



JOB DESCRIPTION

Department:	Housing Department
Job title:	Support Worker
Working Hours:	37.5 hours per week
Rate of pay:	£24,687 - £27,687 (dependent on skills and experience)
Reports to:	Housing Service Manager/Team Leader
Responsible for:	N/A
Location:	Barking Road, Plaistow, London, E13 8BJ / St Georges Avenue, London E7 8HR

About the Renewal Programme

The Renewal Programme is a well-established and respected local charity based in the London Borough of Newham. We support those who are facing multiple challenges – they might be a carer, migrant or refugee without access to public funds, suffering with homelessness, experiencing poverty, or unable to communicate in English. We empower people to reach their full potential through offering advocacy, education, temporary accommodation and a wide range of positive activities. We support over 3000 people a year and have been working with Newham communities for over 50 years.

Our vision

Our vision is of vibrant and integrated Newham communities where everyone has access to suitable jobs, homes, health and education.

Our mission

Our mission is to stand alongside those who struggle by inspiring hope and offering opportunities for connection, growth and progress.

Our values

DIGNITY - Treating everyone with kindness and respect.

INCLUSION - A community where everyone belongs.

COLLABORATION - Working together to achieve more.

EMPOWERMENT - Co-creating opportunities for positive change.

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About the Role

To provide effective, high quality, support and resettlement services to vulnerable, single homeless people housed by The Renewal Programme, with the aim of promoting independent living.

Main duties and responsibilities:

- Interview and assess the suitability of prospective service users, assessing risk, liaise with referral agencies and in line with policy and procedures and ensure that vacancies are filled within time scales in conjunction with the Intensive housing duty officer.
- Induct new tenants into their local community after move in, including registering with doctors' etc, and ensure that tenants have a full understanding of their rights and responsibilities as a tenant.
- Develop, maintain and regularly review agreed Support Plans with service users and any other professional involved in the care and support of that individual e.g. social workers, CPNs, probation officers etc.
- Hold regular keywork sessions with a designated number of service users.
- Regularly review and update the risk assessments of keywork tenants, keeping all relevant parties informed of changes.
- Provide information, advice, advocacy and support to service users, particularly in relation to welfare benefits, education and training, budgeting, independent living skills and other identified support needs.
- Liaise with external agencies providing support services to service users, and continue to seek out new service providers.
- Undertake outreach work in the community to foster links with relevant community groups and organisations, so that a thorough knowledge of the area is developed.
- Encourage involvement and participation amongst service users in the running of their homes and shaping the services provided by attending regular house meetings.
- Provide advice and assistance to service users (other than those keyworked) as delegated by line manager.
- Recommend for permanent housing and/or advise service users on other housing options appropriate to their needs, and provide structured support and advice to successfully moved-on tenants.
- Deal promptly with all complaints regarding the provision of support services as outlined in The Renewal Programme Complaints Policy and Procedures.
- Ensure clear, accurate and good quality information is maintained in respect of all residents, in line with agreed procedures, including The Renewal Programme's Confidentiality Policy and that information is shared with other team members as appropriate.

Income Collection & Other Financial Tasks

- Work closely with colleagues to ensure that tenants Housing Benefit applications are submitted efficiently and promptly to ensure that rent and service charges are paid as soon as possible thus minimising rent arrears.
- Work with tenants to ensure that ineligible service charges are paid on time and setting up payment plans where necessary to minimise service charges arrears and ensure that tenancy terms are adhered to.

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- Maintain financial records to an agreed standard and carry out financial tasks and duties as delegated by the Team Leader.
- Comply with The Renewal Programme's financial procedures at all times.
- To assist making applications to local charities or trusts for small grants for individuals to assist them to pursue an independent lifestyle.

Property Management/ Health & Safety

- Ensure at all times the safety of yourself and others on the premises in which you work having regard to the health and safety requirements within the building and as established by organisation in respect of working practices
- Assist the Housing Services Manager to take action, in line with tenancy agreements, to tackle any nuisance caused by service users' behaviour or other guests, including explaining warnings issued and consequences of continuing with anti social behaviour.
- Report to the Housing Services Manager any failure of The Renewal Programme's managed/owned properties to meet agreed standards of repair, cleanliness and safety.
- Testing smoke alarms
- Testing fire alarms
- Arranging access to contractors or visitors to the building
- Ensuring security of the building during the day
- In consultation with the Housing Services Manager, to liaise with the local neighbourhood to ensure good relations between The Renewal Programme's service users and the local community.

Team Work

- To work to agreed individual, team and organisational objectives, and to meet agreed The Renewal Programme's performance targets i.e. regularity of keywork sessions, response to complaints etc
- Maintain a close working relationship with team colleagues, sharing information and expertise, covering absences, and working together to deliver a high quality service to users.
- Maintain contacts with local statutory and voluntary agencies and organisations. Attend and represent The Renewal Programme at relevant local community forums, seminars and conferences, as required.
- Contribute to organisation-wide and team formulation of policy and procedures in relation to support services.
- Attend and participate in regular team meetings to ensure good communication and liaison with colleagues.
- Prepare for and attend supervision and appraisal sessions with the Team Leader, taking direction as appropriate and contributing to the development of both you and the Projects.
- Carry out delegated team tasks, including assisting with the induction of new team members, or lead on a specialist area for the team, e.g. employment and training for service users.
- In consultation with the line manager, take responsibility for own learning and attend training and seminars as required.

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General Responsibilities

- To uphold and develop the Renewal Programme's Equal Opportunities Policy of anti-discriminatory practices across all services.
- To participate in providing an On-Call out of hours service on a rota basis with other support staff
- The post holder will be expected to carry out other duties consistent with the responsibilities of the post as may be reasonably requested from time to time, and demonstrate flexibility in all areas of his/her work. She/he will also be expected to work a 37.5 hour week flexibly.

The duties as outlined in this job description are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the services or as may be requested by your line manager

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PERSON SPECIFICATION

Experience

- Experience of face-to-face support work (either in a paid or voluntary capacity) with people with a variety of support needs, in particular mental health, alcohol and/or drug misuse, ex-offenders, asylum seekers and/or people sleeping rough.
- Experience of helping vulnerable people to identify personal goals and supporting them through a process of change
- Practical experience of assessment, planned support, keyworking and advocacy with vulnerable people (e.g. housing, education and employment and other supporting professions/agencies).
- Experience of managing complex and difficult situations in relation to vulnerable client groups.
- Experience of outreach work and/ or community based work.

Knowledge

An understanding of the principles underlying a quality housing management service.

A working knowledge of:

- (i) Needs and support requirements of vulnerable clients, including those with mental health problems & substance dependency and histories of rough sleeping.
- (ii) Relevant statutory and other care services, including Social Services, community psychiatric services, health, probation.
- (iii) welfare benefits applicable to single young homeless people

Skills & Abilities

- Negotiating skills and the ability to act as an effective advocate
- Proven ability to work to empower service users
- Analytical skills and initiative in order to assess and respond to clients' support needs
- Ability to be self motivating, work under pressure, and manage time effectively
- Ability to communicate effectively at all levels, both orally and in writing, internally, with tenants and external agencies.
- Good organisational and admin skills and an ability to maintain clear and accurate records.
- Ability to work across agencies to achieve specified objectives
- Proven ability to work with tenants who are difficult to engage
- The ability to assess and manage risk
- The ability to deal effectively with challenging behaviour and conflict
- The ability to maintain appropriate professional boundaries.
- Numerate, with the ability to undertake figure work accurately
- IT literate, with the ability to use Microsoft Word processing, spreadsheet and e-mail packages

Attributes

- Commitment to, and willingness to observe, the Renewal Programme's Code of Conduct and Equal opportunities and anti-discriminatory practices in all areas of work
- Commitment to consulting and involving service users in all aspects of The Renewal Programme's services
- Willingness to work flexibly in response to changing organisational requirements.
- Willingness and ability to work outside of normal office hours where required.