Job Description and Person Specification

Job Title	Full Time Supported Housing Support Worker
Salary	£26,000 - £29,000 per annum (depending on experience)
Annual Leave	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
Pension	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.

Benefits

- DHI work laptop and mobile phone.
- Life Assurance Cover.
- Mileage allowance of 45p per mile for using your own car for work journeys.
- Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories.
- Deals and discounts from DHI's membership of charityworkerdiscounts.com.
- Access to a confidential 24-hour helpline to support you through life's challenges.
- Training to help you to do your job well, and a friendly and a supportive workplace with a track record for promoting high performing staff.

Hours of Work	37.5 hours per week and additional hours as required from time to time. Usual working hours are 9am to 5pm with occasional evenings and weekends.
Place of Work	Based at Burlington Street (Bath) with regular travel to: • Barton Buildings (Bath) • Lambridge (Bath)
Travel for Work	Based at Burlington Street (Bath) with regular travel to: Barton Buildings (Bath), Lambridge (Bath). Must be willing and legally able to drive and have use of a car that is insured for business use.
Accountabilities	Accountable to: Supported Housing Team Leader

Purpose	● Promote social inclusion and independence.
	● To work as part of a small but vibrant team across our Supported Housing Projects, including abstinence-based, to support residents to turn their lives around from problematic drug/alcohol use and develop the skills to live independently. Using a person-centred approach to support them in achieving their goals.
	● Complete assessments of potential residents and make decisions on their suitability for the project and where appropriate consult with Turning Point to determine suitability for a detox within the house.

Responsibilities

Person Centred Service Delivery

- Provide a welcoming reception, offering information, advice and guidance to support an individual to access the right service (DHI, DHI on-line or other).
- Work in a way which enables clients and communities to access a wide range of support, so they may exit the service as early as possible and sustain positive change.
- Undertake assessments and develop person centred support plans in collaboration with those requiring support.   Person Centred assessments and Support Plans are tailored for and driven by the client, recognising their resources, strengths, aspirations and needs. Assessments and plans look beyond the presenting 'problem' and support clients to progress toward goals and aspirations using all available resources (e.g. clients' support network, online help, DHI and external agencies, clubs, activities and services).
- Support people to move through the service using the support plan as a dynamic document for change and give feedback on progress.
- Monitor and document the progress of individual clients, maintaining accurate, up-to-date, and confidential records that provide essential data.
- Identify, address, advocate, and escalate issues with clients as appropriate.
- To promote Supported Housing across the organisation, ensuring that DHI's values are embedded.
- To work with the Tenancy Sustainment Officer to ensure rent/service charge is paid and clients achieve a successful move on including removing barriers and setting up a tenancy
- To ensure the support plan has clear, time bound objectives that are achievable, and the accountability of the residents and other people/organisations involved are clearly identified

People and Performance

- Participate fully in regular supervision, team meetings, appraisals and learning and development activities.
- Contribute to a positive, collaborative, and person-centred culture and model DHI values in your behaviours.

Compliance

- Understand and adhere to all DHI's policies and procedures as well as good practice guidelines, legal and regulatory requirements.

Other

- This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
- The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.

Skills, Knowledge, Experience, and Behaviours

The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of DHI and your team.

Essential Criteria:

It is also **essential** that you can demonstrate:

Behaviours

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).

Skills and Qualifications

- Good communication skills, written and verbal.
- Ability to plan, prioritise, and organise your own work and time.
- Good basic level of IT literacy (proficient in Word, sending emails and able to input data into systems following training).

Other

- Able and willing to travel around the geographical area covered by the service.

Desirable Criteria:

It is **desirable** that you can demonstrate:

Experience

- Working in a service sector e.g. health, social care, welfare benefits, teaching, armed forces, criminal justice etc.
- Undertaking assessments and producing support plans within a health or social care setting.

Skills and Qualifications

- Brief solution focused counselling, motivational interviewing or coaching skills or qualification.

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.