

## JOB & PERSON SPECIFICATION



### JOB DESCRIPTION

<b>Job Title:</b>	Support Worker
<b>Service:</b>	Mildmay House
<b>Reports to:</b>	Service Manager
<b>Responsible for:</b>	N/A
<b>DBS check</b>	Enhanced with Adults and Children Barring list check

#### **Job Purpose:**

At Saha, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Resettlement Worker will Provide a structured, personalised resettlement service to every service user at Mildmay House. To seek to support service users who have experienced homelessness to move into their own homes in a planned and supported way.

To offer advice, training, information and one-to-one/group support to help service users through this process. The support offered very much depends on the individual, but can include advice on housing rights, accompanying individuals to meetings, and practical support to move in, such as obtaining furniture and setting up payment plans for household bills.

Ensure that service users who are ready to move on are given the security and support to maximise their independence, dignity and choice, in accordance with the aims and objectives of the project.

#### **Main duties and responsibilities:**

- Provide individual service users with the best possible comprehensive supported housing service
- Act as keyworker to a caseload of residents, enabling them to take ownership of their journey with Saha.
- Carry out a strengths-based assessment with applicants, facilitating the co-production of a person-centred plan, that enables individuals to achieve their goals and aspirations and the opportunity to identify and develop their talents.
- Provide service users with information on housing options, assist them to make applications for accommodation, advocate on their behalf with housing providers and accompany them to interviews and viewings if appropriate.



- Ensure that clients receive the necessary practical help to move in, either directly or through liaison with other support services. This would include, personal and housing benefit claims, assistance with community care grants, domestic fuel connections etc
- Actively engage residents in developing and understanding the service and their responsibilities under their licence agreement.
- Seek to develop/enhance service user's skills and knowledge necessary to live independently by offering practical workshops leading to a recognised qualification, e.g. Budgeting, welfare benefits, training/employment choices, tenancy rights, cooking and domestic skills, social skills and networking.
- Deal with non-compliance issues in a proactive way, using restorative practices
- Proactively ensure residents are empowered to keep up with their rent payments, monitor rental income and keep rental arrears to a minimum in order to stay within the target percentage.
- To develop and maintain effective working relationships with specialists and agencies who might offer resources, funding, or individual services relevant to service user needs, e.g. Registered Social Landlords, Local Authority, Community Psychiatric Services, Benefit Agency and other government agencies, referral agencies, charitable trusts, other voluntary agencies.
- Help ensure the speedy re-let of void properties within the target turnaround period
- Work within Saha's safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- Be consciously aware of and use Saha safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Maintain Saha system requirements for creating and storing client records, reports and measuring outcomes
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

**Related activities:**

- Participate in essential training, role related training and to work in accordance with all relevant Saha regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Saha values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

## PERSON SPECIFICATION

<b>Job Title:</b>	Resettlement Worker
<b>Service:</b>	Mildmay House

### **Aptitudes / Abilities:**

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, eg Microsoft packages and capacity to successfully navigate support packages used by Saha
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability and willingness to travel between service locations
- Ability to plan forward, prepare and deliver life skills sessions

### **Experience / Interests:**

- Experience of or knowledge related to working with homeless people
- Experience of working with clients to overcome the barriers to effective resettlement
- Proven ability to network with outside agencies and develop partnerships that support effective resettlement.
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

### **Values and behaviours:**

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

## Saha SPIRE Values

### Servant Leadership

*We help people thrive*

We set high benchmarks with an encouraging and supportive leadership style

### Passion

*We love our work*

We invest in the lives of residents and fight to do better for them

### Inclusion

*This is a team effort*

We provide an environment where everyone has a sense of belonging and feels respected and valued

### Respect

*We show respect for all*

We create a place where residents, colleagues and partners are all encouraged to contribute

### Effectiveness

*We find a way*

We deliver meaningful change and are committed to achieving our objectives

## The Four Pillars

### Our Practices

Building for and serving customers

### Our Places

Investing in decent, safe, and affordable homes

### Our People

Being an employer of choice

### Our Pounds

Achieving value for money and financial resilience