**Job Description**

Accommodation Support Worker

**Salary Scale:** £22,636 pro rota

**Hours:** 15 hours per week

**Contract Type:** 1 year fixed contract

**Reports To:** Housing & Homeless Lead Support worker

**Purpose of the Role**

To work across our housing & homelessness services providing one to one support to our residents living within our supported accommodation. You will provide support to clients who have experienced rough sleeping, homelessness which is often compounded by other issues such as mental health or drug and alcohol dependencies.

The overall aim of the project is to support people into independence and reintegrate them back into the local community.

**Context and Main Objectives of Post**

To work within a Psychologically Informed Environment and Trauma Informed Care framework with all residents of Encompass Housing. To deliver a range of independent and holistic solutions to aid move on into independence. Support may include but is not limited to:

* Health & Wellbeing
* Financial Inclusion – Budgeting & Income maximisation
* Access to education, volunteering or employment
* Meaningful occupation
* Independent living skills

**Main Duties**

* Actively promote Encompass housing across a wider selection of agencies, including attending the fortnightly rough sleeper HUB Meeting.
* Working closely with the Lead support worker, process all applications from both agencies and self-referrals and carry out interviews to determine suitability for the house.
* Carry our inductions with all occupants and ensure that;
  + They understand the terms of their licence agreement
  + They understand all health & safety relating to house
  + They understand the house rules
  + Ensure the effective collection and accurate recording of all top up from occupants.
  + Ensure that clients are supported to claim Housing benefit
  + Support occupants with any accommodation issues they may have
  + Organise and chair fortnightly house meetings with all occupants
  + Ensure the occupants rights are respected
  + Maintain and develop effective systems of support and development for each resident, including assessment of need, action planning, training, information and advice.
  + Assist residents in finding appropriate move-on accommodation.
  + Develop a programme of activities with the residents and the local community to enable the residents to move from dependence to independence.
  + Support residents at housing interviews and the viewing of accommodation, as appropriate.
  + Build relationships with local landlords and agents to support move-on into independence.
  + Be part of the out of hours “on-call” register

Tenancy Support

* To only accept referrals from the Northern Devon Hub
* To provide additional support to clients in supported accommodation to ensure placements are sustained and to enable clients to live an independent healthy life by developing skills, knowledge and opportunities to manage their tenure and participate in the community
* To deliver a holistic and flexible service to meet the needs of clients
* To provide intensive support to assist positive move-on to longer term sustainable accommodation without support or with minimal ongoing support
* To ensure that every client has an effective support plan in place that identifies clear goals and which are SMART whilst being linked to appropriate risk assessments
* To update the Northern Devon Hub fortnightly on client’s progress and/or any issues
* To ensure on-going and responsive risk assessment appreciating that risks can rapidly change for this user group
* To offer flexible support with the ability to respond quickly to the diverse range and changing needs as the client achieves goals and backward steps/relapse
* To build and maintain strong working relationships with key partners and stakeholders and share information as appropriate
* To undertake as required ‘street work’ alongside NDC’s Rough Sleeper Outreach Workers, Mental Health CPN and Together Recovery Worker

**Administration, Records and Statistics**

* Prepare monthly time sheets and ensure they are submitted by the 7th of the following month.
* Actively be involved in the development of outcomes and outputs related to the project. Record, monitor, analyse and present statistics in relation to these to enable the provision of reports to funders as directed by the Chief Executive Officer, ensuring these are of a high standard.
* Remain up to date and proficient in the use of all relevant IT applications and undertake training as required.

**Compliance**

* The post holder will comply with and work within in the context of all Encompass policies, procedures and practices.
* Adhere to Encompass Equal Opportunities Policy, applying anti-discriminatory practice, ensuring that all services are made as accessible as possible to clients.
* Adhere to Encompass Southwest’s safeguarding Policy and Procedures
* Maintain confidentiality of information about staff, clients and Encompass business and be aware of the Data Protection Act 1998 and Encompass Data Protection and Confidentiality policies and procedures.
* Comply with the Health and Safety Policy in all aspects of the work, carrying out health and safety checks in line with policy and keeping records as required.
* Attend and contribute to regular supervision job appraisal meetings with the Chief Executive Officer.

Post- holders will require an Enhanced CRB check.