**Job Description**

**Title:** Female housing & homelessness support worker - Tenancy Support

**Hours:** 21 hours per week

**Salary:** £23,000 pro rota plus 5% pension contribution

**Contract:** Permanent post

**Reports To:** Senior Support Worker

**Qualification & Experience:** No formal qualifications required but must have high emotional intelligence, resilience, and a passion to make a difference some experience of working within the homelessness sector is advantageous.

**Genuine Occupational Qualification:**

Due to the nature of the project this post is only available to female applicants. This post is exempt under the Employment (Sex Discrimination) Act 2000.

Encompass is a growing voluntary organisation providing services to some of the most complex clients across Northern Devon and surrounding areas. We are currently looking to recruit a highly motivated, emotionally intelligent and resilient support worker whose passion is delivering quality client care and who thrives off innovation. Women First is a new partnership between Encompass, North Devon Against Domestic Abuse (NDADA) and Mind Mental Health delivering gender informed and trauma informed support to women who are rough sleeping, homeless or living in temporary accommodation.

The overall aim of this role is to work with women in our specialist female only accommodation to support them to move into independence. You will be working as part of team with NDADA and Mind to offer a holistic support based on each of the occupants needs.

This is an exciting opportunity to be part of a team aimed at reducing women’s homelessness across North Devon and Torridge.

**Purpose of the Job**

Working in close collaboration with the key partners our accommodation aims to develop a range of gender informed and trauma informed services for women to enable them to move on from homelessness into independence.

The post holder will provide an integrated programme of homelessness and crisis prevention, resolution and resilience building measures tailored to individual need. You will provide advice, information and support aimed at empowering women to take control of their lives, promoting better informed decisions by increasing awareness of housing, homelessness and safer lifestyles.

**Main Duties**

* 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

**Administration, Records and Statistics:**

* Prepare monthly time sheets are submitted by the 7th of the following month.
* Accurately maintain all project records /reports/client records/client notes & etc.
* 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 project funding providers and other organisations as directed by the Project Manager & Chief 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.

**General Duties:**

* Attend training sessions and courses as required.
* Carry out any other duties commensurate with the post which may be reasonably requested from time to time
* 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.
* Maintain confidentiality of information about staff, clients and Encompass business and be aware of the Data Protection Act 1998 and Encompass Data Protection (GDPR) 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 line manager and appraisal meetings with the Chief Officer’

Post- holders will require an Enhanced CRB check.

**Person Specification**

**Knowledge, Training & Experience:  
Essential**

* Extensive experience and knowledge of working with vulnerable people
* Experience of working within the homelessness sector
* Must have robust networks with relevant partner agencies or be able to swiftly build relationships if new to the area
* Ability to demonstrate a range of leadership styles to deliver the project aims.
* History of affecting real change with vulnerable individuals or families
* Experience in managing proactive and reactive workloads.
* Ability to use initiative to resolve complex problems
* Experience of working under pressure and prioritising workload
* Well organised and methodical
* Experience of assessing complex situations and making reasoned decisions
* Excellent communication skills, written and oral, together with the ability to cope well in stressful situations, being assertive when necessary, and to act tactfully and with care in conflict situations.
* Experience of working within a trauma informed care (TIC) environment when supporting clients to avoid traumatisation.

**Communication Skills:**

**Essential**

* Developed communication skills for delivering key messages to a range of stakeholders both statutory and voluntary sector.
* Ability to use informed persuasion and negotiation skills to influence others.
* Ability to be able to listen without judgment

**Desirable**

* Good presentation skills for conveying complex concepts.

**Analytical:**

**Essential**

* Ability to identify risks, anticipate issues, create solutions and to resolve problems in relation to project or service delivery.
* Ability to understand a broad range of complex information quickly and make safe decisions where opinions differ / no obvious solution.

**Planning Skills**

**Desirable**

* Evidence of planning and delivering programmes, projects and services on time.

**Personal Attributes and Other Requirements:**

**Essential**

* Methodical approach to work
* Clear thinking
* Non-judgemental, client centred approach
* Flexible
* Persistent
* Able to work under pressure
* Committed Team Worker. Ability to work alone as well as part of a Team
* Confident in handling difficult situations
* Assertive
* Self-motivated and energetic
* Sense of humour
* Relates well to client group

**Desirable**

* Current driving licence and use of vehicle

**What we can offer YOU**

* The opportunity to be part of an enthusiastic, friendly, motivated, fast growing and highly professional team working together to make a difference to some of the most marginalised people in our community.
* A supportive environment offering structured supervision allowing you the time and space to reflect on your practice and offload when necessary with a trained psychotherapist.
* 28 days annual leave plus 8 recognised bank holidays – valued time away to spend doing what you love.
* The opportunity to grow your skills and knowledge within a Psychologically Informed Environment (PIE) and Trauma Informed Care (TIC).