

JOB DESCRIPTION AND PERSONAL SPECIFICATION

Homeless and Housing Support Practitioner

Place of Work: Bradbury House, Durngate Place, Winchester SO23 8DX

Reports to: Operations Director

Aims: To respond to the social, health and emotional needs of those made vulnerable because of homelessness, substance use, mental ill-health, domestic abuse and other socially isolating issues.

Pay : £11.94/hour

1x weekend post: Saturday and Sunday 8am-2pm

Trinity Winchester is seeking to appoint new members to our team, you will be supporting people into accommodation, helping them to maintain accommodation and build upon existing life skills in order to move into independent living. Our housing provision will be working within a framework of Trauma Informed Care and will seek to create and sustain a therapeutic environment to establish a culture of positive and long-lasting change.

You will join a multi-agency partnership team from the first day of operation and will contribute to the delivery of the Homelessness/Rough Sleeper Strategy. You will develop relationships and spend time with those that are rough sleeping in the district to increase engagement with support services and navigate a way towards settled accommodation as well as supporting them whilst in accommodation and an emergency triage bed.

This will involve working in partnership with commissioned providers, other organisations and charities to provide flexible and bespoke support plans based on an individual's strengths (an asset-based approach).

Our accommodation will incorporate a therapy suite which will offer a safe and therapeutic environment that voluntary groups, individual therapists as well as the local GP led well-being practitioners to use. We will offer a range of interventions to support people to get well, be well and stay well in the long-term alongside our in-house healthcare team, to include a G.P, Nurse practitioner, Chiropodist and Dentist.

You will be able to work flexibly to meet local need. You will also be positive and open to doing things differently to meet the needs of those that have experienced homelessness. The job is subject to a Disclosure and Barring Service (DBS).

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Responsibilities:

- Develop relationships and trust with rough sleepers and be a continued point of contact working closely with the outreach teams through to settled accommodation.
- Have people on your caseload that will be reliant on you for their care and/or welfare and guidance towards successful tenancy management and sustainment.
- Provide support that builds on people's strengths (asset-based approach).
- Spend time to support those that are new to our accommodation services to increase the likelihood of engagement in local services to support people with their recovery, this will include those accessing the triage bed.
- Be part of a multi-disciplinary partnership team and be able to call on flexible responses from other services to support individuals as well the ability yourself to be flexible and responsive to a range of different situations.
- Support individuals within our accommodation, with flexibility, compassion and creativity.
- Play a significant role in ensuring that individuals can transition to the most appropriate supported or independent accommodation in the community.
- To manage the weekend triage bed by providing safe accommodation over the weekend to hand over to housing services on a Monday.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

Person Specification

Skill/Attribute	Rating	Assessed by	
Qualification and/or Experience in homelessness: Proven experience of working in this field	Essential	Application	
To demonstrate an understanding of the specific needs of/issues faced by people affected by homelessness and/or poverty	Essential	Application/ Interview	
Experience of and ability to develop trusting relationships based on the need of the individual rather than the needs of services.	Essential	Application/ Interview	
Ability to identify people's strengths and understand the impact of events in life on the individuals presenting behavior (e.g. trauma).	Essential	Interview	

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An in-depth knowledge of the legal framework of the Housing Act and the Homeless Reduction Act including giving consideration to case law to ensure appropriate decisions are made in line with legislation.	Essential	Application/Interview	
Qualification and/or Experience in substance misuse field: To demonstrate an understanding of the specific needs of/issues faced by people affected by substance misuse	Desirable	Application/Interview	
To have sound knowledge of drugs and their effects; an understanding of addiction and knowledge of current legislation relating to drugs misuse	Essential	Application/Interview	
To have a working knowledge of systems relating to benefits, housing, employment and education etc.	Essential	Application/Interview	
Oral communication: To communicate positively, sympathetically and patiently with clients and people at all levels within the organization. To deal effectively with members of the public and others, including relating to the Board of Directors and members of the Advisory Committee	Essential	Application/Interview	
Written communication: To take notes, prepare correspondence and prepare and present reports to the Operations Director, and maintain client files as required. Demonstrate an understanding of the importance of data quality and client confidentiality	Essential	Application/Interview	
Personal attributes: Ability to work as part of a team and motivate others	Essential	Application/Interview	
Ability to be flexible with hours as this role will contain some evenings and weekends on occasion as well as early mornings	Essential	Application/Interview	
Ability to assess risk, manage demanding situations, make decisions and seek support when necessary	Essential	Application/Interview	

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<p>I.T and Computer Literacy: Competent I.T. skills, including use of Word and Excel in order to effectively communicate with clients, other agencies and professionals, statutory bodies and to produce reports and other paperwork on behalf of clients and Trinity</p>	Desirable	Application	
<p>Partnership Working: Enthusiasm for developing effective partnership working arrangements with other agencies in order to enhance the overall service available to vulnerable service users</p>	Essential	Application/ Interview	
<p>Conduct and Confidentiality: Conduct duties in a professional manner maintaining levels of confidentiality appropriate to the situation in accordance with Trinity Winchester’s confidentiality policy</p>	Essential	Application/ Interview	
<p>Awareness of Equal Opportunities: To be aware of the impact of discriminatory behaviour and conduct on others and to support Trinity’s standards and practices in employment and delivery</p>	Essential	Application/ Interview	