

Role Profile

Job Title:	Supported Housing Assistant
Based:	The Stables, Reading
Hours:	37 hours per week
Contract:	Full time / Established
Reporting to:	Supported Housing Team Leader
Remuneration:	c£19,350 per annum, plus benefits
Indirect Reports:	Volunteers / Mentors

Job Purpose:

To manage a caseload of clients with a variety of needs focused on a flexible, person-centred model of support, developing independent living skills with targeted move on.

Key Responsibilities

Contract Delivery

- Deliver a fully mobile and flexible service for clients with a variety of needs, working across multiple properties, often based on the needs of the client
- Develop the skills to assertively manage conflict and anti-social behaviour, with a personalised approach, and maintain a balanced approach to risk, as well as being engaging, inspiring and assisting to improve individuals' social integration
- Develop and sustain effective partnerships, and work in a collaborative way with all agencies and providers, ensuring a seamless service delivery focused on the client
- Lead and represent Launchpad in a Team Lead specialism (area of support to be agreed) by attending relevant meetings, sourcing training, delivering resettlements surgeries and building strong partnerships
- Develop the skills to initiate case conference, multi-agency risk management meetings with a focus around complex need clients
- Develop the skills to influence partners with a focus on homelessness prevention and creative, dynamic, person centred outcomes
- Build trusting, trauma informed and recovery focused relationships and enable clients to make empowered and informed choices about their future
- Develop appropriate tracking tools to ensure clients move on into the community within contract timescales
- Manage the expectations of clients in respect of the availability of housing options
- Work collectively with the team to meet contract requirements with regard to key performance Indicators
- Manage a caseload of around 10 clients, utilising time effectively to ensure that all cases are given appropriate support based on client needs
- Make routine weekly house visits, ensuring clients are managing their licence agreements and tenancies

- Develop the skills to work with more complex needs clients and/or higher caseloads
- Develop a model / package of support around holistic needs for each client, with the support of volunteers and mentors
- Ensure that all clients leave Launchpad with a Tenancy Sustainment Plan to support clients in sustaining their move-on accommodation successfully
- To offer tenancy sustainment support to clients who have previously moved on but dropped back in for duty help
- Ensure all clients are offered 8 weeks of resettlement support post-move on, working towards minimal reliance on support and prompt closure
- Obtain and use feedback gathered from clients to improve service delivery
- Supervision of volunteers/mentors as business needs dictate

Client Support

- Carry out assessments according to priority need, and commence a support plan with all immediate interventions put in place, based on the needs of the client
- Case manage in the community, co-produce SMART, holistic support plans and risk assessments with the aim to reduce dependence on services, with a high standard of recording
- Assertively motivate clients to achieve their goals, and ensure that clients' expectations are effectively managed to remain independent
- Ensure all support is person-centred, and treats clients as individuals, promotes their dignity, independence and wider social needs and their views and needs are the primary focus
- All plans should use language that is inclusive with the use of 'approach' rather than 'avoidance' goals
- Ensure all clients are effectively signposted to opportunities to reduce social isolation, and are given the opportunity to attend group activity and/or Education, Training, and Employment opportunities
- Ensure all support works in a collaborative way with other services and providers, and clients engage and have access to all specialist providers
- Advocate on behalf of clients and ensure equality of access to services
- Ensure clients are focused on sustaining their accommodation, sourcing accommodation and/or supported with the skills for resettlement
- Provide an effective support closure process, according to clients' needs, and ensure that they have the information and advice to sustain their independence
- Maximise the utilisation of the service by minimising the number of abandonments and evictions through providing effective support
- Support the Housing team to minimise rent arrears by providing financial management and welfare benefits support and advice to clients
- Promote and develop opportunities for clients to participate in the management and development of Launchpad and its services
- To support the team in providing duty support for clients according to the set rota

Finance and Administration

- Keep accurate and timely records on our case management system which are of an exceptional quality according to the contract requirement and targets
- Ensure all records and files are maintained and held securely and that the confidentiality of information is upheld at all times
- Complete all financial transactions according to Launchpad's procedures

General

- Assist in the promotion of awareness of homelessness and the needs of homeless people in the wider community
- Assist with the development of policies, procedures and practices in relation to the Supported Housing Service especially in relation to complex needs clients
- Keep up to date with relevant changes in legislation, funding and other external issues especially related to clients with multiple needs and ensure that the service responds accordingly and delivers 'best practice' standards
- To attend and participate in team meetings, reflective practice, group briefings, 1to1's, annual reviews, internal and external meetings, qualifications and training courses where appropriate
- Observe and work within Launchpad's values of Respect, Empower, Integrity and Influence
- Operate within the framework of policies and procedures within Launchpad
- Occasionally to work outside of office hours where required by the line manager to fulfil the needs of the contract and clients
- Any other duties commensurate with the role

Person Profile

Knowledge, Skills and Behaviours

- Professional, approachable, confident and empathetic manner whilst maintaining appropriate boundaries
- Ability to motivate, encourage and support clients and work with challenging behaviour
- Confident in using IT to record and report information and/or willingness to learn new systems
- Enjoy working in a busy environment
- Have a positive attitude and be flexible to meet evolving workload priorities
- Ability to reflect and learn from situations with an openness to receiving constructive feedback
- Willingness to learn how to assess and recognise client support needs and risks and create SMART goals/objectives
- Ability to listen to client's potentially traumatic personal stories and experiences whilst learning to build resilience and build self-protection
- Work in a way which promotes client independence and demonstrates equality of service to all
- Use safe working practices whilst supporting clients
- Strong communication and interpersonal skills and the ability to remain calm under pressure
- Willing and able to work as part of a team and be supportive to your colleagues
- Willingness to learn and/or have an understanding of welfare benefits/reform and safeguarding adults / children
- Willing to learn and/or have an understanding of housing and homelessness legislation, housing law and complex support needs including substance misuse and offender management

Experience

- Previous experience of providing care or support for vulnerable people, or experience through having used services associated with homelessness such as supported housing, social care or criminal justice
- Experience of working collaboratively within a team and using own initiative
- Experience of working in a customer/client facing environment
- Experience of enabling and facilitating others to achieve their hopes and aspirations

Education, Qualifications and Training

- GCSEs including English and Maths at grade C or above
- Housing or social care related qualification or professional qualification in substance misuse, counselling, psychology or social work (Desirable)