**Job description**

**Job Title: Housing Support Officer**

**Accountable to:**

The **Housing Support Officer** will report to **the Housing Manager, Drop-in Manager, CEO and board of directors**

**Job Overview:**

**Part-time 30.5 hours**

**Hourly pay £13**

**Salary: £20, 618**

Working in Key’s drop-in and supported houses to build up strong relationships with the people we support. Working to understand their individual needs and ensure they have the support and engagement necessary to become independent and break the cycle of homelessness.

**Context**

Carlisle Key is a charitable organisation that provides support, information and guidance for young people aged 16-25 years who are seeking help to deal with the complex, often inter-related problems associated with homelessness, unemployment, debt, social exclusion, etc. Its aim is to individually restore optimum independence and social inclusion.

**Responsibilities and Duties:**

**Services Provision**

* Provide holistic support to young adults aged 16-25 living in our supported accommodation and accessing our drop-in centre
* Assist residents with housing-related issues, including tenancy management and rent arrears.
* Conduct regular support sessions to address residents' needs and goals
* Collaborate with external agencies to ensure residents receive comprehensive support services.
* Maintain accurate records and documentation of resident interactions and progress.
* Assist in building and maintaining a waiting list of applicants for the service.
* Prioritise and select young people for the service.
* Work with young people to help them articulate their goals and aspirations offering personal, therapeutic and emotional support.
* Liaise with agencies to assist with move-on plans to help young people live in accommodation of their choice, including practical help with furniture, benefits advice, accompanied visits and liaison with landlords.
* Oversee the provision of a range of activities that address the current needs of attendees, incorporating training and advice services of other agencies and organisations as agreed with the Drop-in Manager
* Develop and maintain relationships with young people to enable person-centred support.
* Planning and leading workshops as necessary at our drop-in centre, providing young people with valuable skills, guidance, and opportunities for personal development.
* Taking part in activities and trips designed to improve the well-being of young people, encouraging engagement and personal growth.
* Provide support to help young people manage their own lives and their tenancy to their full potential including dealing with benefits, budgeting and neighbour relations.
* Promote, and encourage peer involvement within the service.
* Liaise with other agencies to facilitate access to support including Adult Social Care, Criminal Justice services, Health services, employment and training agencies.
* Support the young to access community resources
* Regularly review the person-centred support plan to update, record and monitor the progress of each young person.
* Contribute to regular reports on the service and the service evaluation project as required.
* Build and maintain networks with staff from other agencies to ensure that Carlisle Key is widely known and promoted.
* Participating in an on-call security system (currently 1 in every 3 weeks) to respond to out-of-hours issues at our supported housing

**Development and Compliance**

* **Abide by** Carlisle Keys values and behaviours in all interactions with colleagues, customers, partner organisations and external agencies.
* **Ensure** that policies, specifically those on equal opportunities, confidentiality and data protection, are followed.
* **Attend** and contribute to regular team meetings and staff meetings.
* **Participate** in regular supervision sessions with Management
* **Participate** in achieving key performance indicator targets as set by Management
* **Participate** in performance management procedures, including interim and annual appraisal meetings.
* **Participate** in training and development events and activities as appropriate.
* **Be adaptable** to the changing needs of the organisation which may require developmental changes in skills in order to accomplish new activities.
* **Help** with fundraising as required.
* **Perform** any other reasonable duties, including cover in other areas, as required.
* **Assist** volunteers to help them reach their full potential and provide required feedback to the **Housing Leader**.

**Values**

To be successful you must be able to embody and live the values at the core of all Carlisle Keys work:

* ***Empathy & Respect***
* ***Inclusion & Equality***
* ***Support & Encouragement***
* ***Working in partnership and collaboration***

**Housing Support Officer**

**Person Specification**

**Qualifications and Experience:**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Desirable | Essential | Method of Assessment |
| Qualifications | Bachelor’s Degree in Human Services, Social work, Psychology, or related fields: Preferred | Qualification to A Level or equivalent  Level 2 English and Mathematics | Application Form/ Interview |
| Experience | 2 years working with children or young people  Record keeping  Liaison with other agencies  Working within an advice and guidance setting  Working or volunteering within the Charity sector  Experience of managing volunteers  Extensive experience of delivering advice and support to prevent homelessness, considering the full range of housing options available to residents  Demonstrated skill using Word and Excel | Working with children or young people aged 16-25 in formal or informal settings, individually and in groups working in a busy environment.  Knowledge of the housing system.  Manage difficult and stressful situations effectively and calmly.  Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people and or vulnerable adults  Writing and following up support plans.  Understanding of mental health, boundaries, space and generational trauma.  Experience of delivering a trauma informed approach. Experience of working within a high performing frontline housing service.  Ability to work effectively as part of a team, with experience of initiating and building effective working relationships. | Application Form/ Interview |
| Job Related Knowledge | Understanding of the Housing Act 2004  Understanding of the Benefits System | Good understanding of current issues affecting young people.  Understanding on income needs, expenses and debt. | Application Form/ Interview |
| Skills and Aptitudes | Willingness to ask questions, to listen & to learn.  Ability to develop information/ advice resources | Innovative and adaptable approach to working with young people and supporting them in problem-solving.  Excellent interpersonal skills and the ability to work with a diverse range of young people in order to promote their development and rise their aspirations.  Ability to work as part of a team but also to act on own initiative as required.  Able to deliver a tailored service based on the individual needs of the client.  Ability to create and take part in activities that invest in young people wellbeing. | Application Form/ Interview |
| Communication |  | Good written and verbal communication skills, including the ability to communicate with clients, colleagues, directors and external contacts.  Ability to communicate in writing objectively, notes for the young people through the day. | Application Form/ Interview |
| Equality and Diversity |  | A commitment to and operational understanding of equal opportunities and anti-discriminatory practice. | Application Form/ Interview |
| Relationships |  | Ability to initiate, develop and sustain effective and appropriate relationships with young people.  Ability to create a supportive and safe environment for young people. | Application Form/ Interview |
| Other Requirements | Ability to work flexibly  Ability to input data into the database package | Able to use Microsoft packages and generally good IT skills.  Ability to work occasional weekends and evenings as required. | Application Form/ Interview |