

JOB DESCRIPTION

Employer:	Ashiana Network. A Company limited by guarantee and a registered Charity
Post:	Housing Support Worker
Reports to:	Housing Services Manager
Grade:	NJC Scale SO1 Point 29 + Outer London Weighting
Working Hours:	25 hours per week Overtime will not be paid. Time off in lieu will be granted for any hours worked in excess.
Annual Leave:	20 days per annum plus public holidays (pro rata).

PRIMARY TASK

To be responsible, alongside the Management Committee, the Director, Managers and other workers for the effective running of the Project, in accordance with Management Policy. Ensuring that it meets the needs of young South Asian, Turkish and Iranian women who have been made homeless as a result of physical, sexual, emotional or mental abuse and women resettled by the Project. The post holder will be expected to be sensitive and aware of Asian/Turkish/Iranian cultural and community needs in all aspects of their duties and responsibilities. Overall, the post holder will be working with clients with low support needs.

MAIN DUTIES

- To establish and maintain contact with relevant statutory and voluntary agencies and organisations inside and outside Waltham Forest
- To be a keyworker to a set number of residents and enable them to set realistic goals and to achieve them
- To form a professional relationship with service users to enable them to develop their own self awareness, confidence, responsibility and independence
- To support and where appropriate, accompany residents to the Housing Department, DWP, Solicitors, Courts etc.
- To share in the consideration of referrals and assessment of prospective service users
- To ensure service users are welcomed to the Project and receive appropriate support during their stay
- To ensure that necessary advice and support is available to service users on their housing, legal, financial and where appropriate, marital situation
- To encourage service users to consider employment, training and further education options
- To ensure that the service users participate in the daily running of the Project
- To encourage service users to think about their future housing needs and assist with nominations and accommodation search
- To support ex-residents during the period following their resettlement elsewhere from the Project. This will entail maintaining contact and providing all necessary after-care support

- ❑ To prepare regular reports for the Management Committee as and when requested by your Line Manager or Committee
- ❑ To set up and maintain information, record keeping and monitoring systems in line with agreed practices and procedures
- ❑ To share in the collection of rent, banking, the maintenance of financial records i.e. rent records, and other hostel records i.e. referral forms, agreements
- ❑ To attend staff meetings, supervision sessions and contribute to the effective management of the Project
- ❑ To maintain confidentiality in all matters relating to the Project and the residents
- ❑ To attend training as and when required
- ❑ To observe Equality and Diversity policy, Health & Safety and other relevant policies
- ❑ To carry out any other duties commensurate with the objectives of the post as requested by the Management Committee, Director and Management

Person Specification

Post: Housing Support Worker

EXPERIENCE

Essential

- A minimum of one year experience working with young women
- Experience of supporting young women, particularly those who have experienced violence e.g. physical, sexual abuse
- At least two years experience of working with a housing agency

Desirable

- Experience of working with young women survivors of sexual abuse
- Some experience of working in the voluntary sector
- Some experience of fund-raising
- Fluency in at least one of the following languages: Urdu, Hindi, Punjabi, Gujarati, Bengali, Turkish, Farsi

KNOWLEDGE

Essential

- Knowledge of housing benefits and welfare rights
- Sound understanding of equal opportunities in practice

SKILLS & ABILITY

Essential

- Ability to liaise effectively with people at a variety of levels in statutory authorities and other agencies
- Ability to form supportive, professional relationships with residents
- Ability to communicate effectively in English, both verbally and in writing
- Ability to work under pressure and meet deadlines
- Ability to work on ones own initiative
- Ability to work as a member of the staff team and within a hierarchical structure.
- Ability to participate in and make use of supervision from the Housing Services Manager
- Ability to work within Project policies

AWARENESS

- An understanding of the concept of confidentiality in working at a refuge
- A commitment to and the promotion of equal opportunities in the provision of the Project's services
- An understanding of the aims and objectives of the Project and a commitment to Ashiana's core values

CIRCUMSTANCES

- The post requires occasional evening and weekend work