

Job Description

Job title: Gender Specific Women's Housing Specialist Project Worker

Main purpose of the job:

1. Provide support and advice to residents with interlocking, multiple needs. Encouraging service users to seek improvements to their mental health, manage any physical health needs and/or substance use issues.
2. The role requires a gender and trauma informed approach, ensure client needs and aspirations are at the centre of the support planning process and that all aspects of support are delivered within a psychologically informed environment.
3. A commitment to empower our residents and a belief in their involvement and promoting their rights.
4. To provide psychologically informed support for women with complex needs and multiple disadvantages.
5. Provide guidance and support to other project workers, serving as a mentor and resource for best practices.

Department: Complex Needs

Scale: Points 17 – 22

Hours: Full Time (37 per week)

Position reports to: Gender Specific Housing Deputy Manager

Position is responsible for: Volunteers, Peer Mentors

Salary: See HARP website for salary

Term: Permanent

Main Responsibilities

- Create a community of support and empowerment between the women and a focus on building individualised and highly personalised skills and resources to strengthen self-esteem and confidence.
- Ensure that incidents/safeguarding are reported within timescales, ensuring follow up plans are implemented.
- Be part of the delivery of a tailored, and co-produced range of activities and on-site specialist services, working with a gender informed approach.
- Ensure women's needs and aspirations are at the centre of the support planning process and that all aspects of the support are delivered within a psychologically informed environment.
- Provide intensive housing management to residents living in our supported accommodation.
- Ensure all on your caseload have a robust safety and risk management plan which is continually reviewed.
- Ensure that the information on the HARP In-Form database is accurate and fully updated and in line with Data Protection requirements.
- Advise, support and assist women in their entitlement to welfare, housing, benefit and legal rights.
- Provide advocacy for the women to ensure they receive wrap round support both internally and externally.
- To work within the Team Around Me Model for multi-agency meetings, taking a lead when required.
- Ensure that anti-oppressive practices are an integral part of the service and that it is applied to

all our residents and service users

- To use specialist knowledge to provide housing related support enabling people to maintain their tenancies and achieve their housing-related goals.

Delivery

- Use specialist expertise to engage and provide intensive support to those accessing the service with the most complex needs, including issues around homelessness, engaging with services, substance misuse and dual diagnosis.
- Advise residents of their welfare, housing, benefit and legal rights and support and assist them where necessary in obtaining any of the benefits that they are entitled to.

- Support and assist service users in obtaining the correct medical, dental and mental health care necessary to maintain a healthy life-style.
- Encourage residents and service users who have addiction issues to take steps to address them and support them in engaging with the specialist agencies that can offer them treatment.
- Work alongside residents to develop living skills (budgeting, cooking, laundry & personal hygiene) ready for move on.
- Incorporate recovery-focused groups into resident's lives.
- Provide evening and weekend cover across all sites in accordance with the work rota.
- Empower individuals to exercise choice and control, offering a person-centred service
- Maintain appropriate links with individuals' mental health workers and other professionals and organisations involved in an individual's care, taking the lead if a professionals meeting needs to be held.

Monitoring and Evaluation

- Ensure that the information on the HARP In-Form database is accurate and fully updated so that it is always available for monitoring and reporting purposes.

Stakeholder Management

- Develop and maintain good professional working relationships with all agencies that work in partnership with HARP.
- Continually building and sustaining relationships and partnerships with agencies and professionals, promoting the service, sharing recovery principles and the Psychologically Informed Environment approach, and support individuals to access as appropriate.

Press and PR

- Support the work of the Fundraising & Communications Departments as required in promoting HARP's services to the local press and media agencies.

GDPR & Data Protection

- Ensure all HARP data is kept according to HARP's GDPR and Data Protection policies in line with national legislation.

Confidentiality

- Treat personal, private or sensitive information about individuals, organisations and/or clients or staff with confidentiality.
- Ensure clients are aware of our confidentiality policy.

Budget

- Ensure timely housing benefit claims are made and service charge is collected and recorded correctly.

Housing Management

- Promote, monitor and maintain health and safety in the houses.
- To ensure HARP properties, whether owned or leased, and the surrounding environment is safe and secure; conducive for effective client engagement and support and also supports cohesive neighbour and community relations.

Person Specification

Qualifications

1. NVQ Level 3 or equivalent in Health and Social Care (Adults), Housing, IAG (Information, Advice and Guidance) or any other related qualification. **Desirable**

Relevant experience

2. Knowledge of the regulatory requirements and best practice guidance relating to people that are affected by homelessness and the issues that may affect them. **Essential**
3. Knowledge of the principles of a recovery-focused approach. **Essential**
4. Experience of partnership working. **Desirable**
5. Experience of working with people who have experienced multiple disadvantages/complex needs and the application of a trauma informed approach. Minimal 2 years. **Essential.**

Aptitude, Skills and Abilities

6. Ability to cope with challenging situations, and deal with them calmly, efficiently and effectively. **Desirable**
7. Ability to establish trust and maintain a good rapport with residents when carrying out advice/support work; including the ability to identify and raise concerns regarding safeguarding. **Essential**
8. Self-motivation and the confidence to work alone but can also work co-operatively and flexible as part of a team. **Essential**
9. Experience of working with people who have experienced multiple disadvantages/complex needs. **Desirable**

Personal Attributes

10. Patience, resilience and self-control. **Essential**
11. Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and bank holidays. **Essential**