



JOB DESCRIPTION

JOB TITLE: Housing Support Worker

RESPONSIBLE TO: Service Manager

LOCATION: Based at YMCA North Down but scope of operation across Ards & North Down area

CONTRACT: Fixed term (to cover a Career Break) - from June 2025 until 30th June 2026, (running successfully since 2003 with funding renewed annually).

SALARY: £13.36/hr

HOURS: 20 hours per week

HOLIDAYS: 22 days per annum/pro-rata plus 12 stat days/pro rata

ADDITIONAL BENEFITS: Pension, Blue Light Card and Benenden Healthcare

JOB PURPOSE

- To support individuals to address their housing-related needs, to move towards independence, and to flourish in mind, body and spirit.

MAIN RESPONSIBILITIES

- To provide housing support to individuals through tailored one-to-one support, and the provision of information and advice.
- To support individuals in determining their own needs, developing support plans and reviews in relation to the 5 Supporting People Outcome Areas ● To compile Risk Management Plans with the individuals in order to prevent them from being risk averse.
- To work with individuals within agreed plans of intervention, towards specific agreed outcomes.
- To support individuals to live independently and contribute to local community life.
- To promote self-advocacy, while providing advice and support when required.
- Where appropriate, to accompany clients to meetings, interviews, etc. and

- provide support and assistance.
- To be directly accountable to the Service Manager for all work with individuals.
 - To liaise directly with staff in other statutory and voluntary organisations around referral, support and resettlement issues, when required.
 - To promote good practice within the Housing Support Service team and the wider organisation.
 - To maintain appropriate records and client files in line with YMCA North Down Confidentiality and Data Protection Policies.
 - To provide relevant data for the funding returns and to be aware of and work within the Supporting People Quality Measurement Tool.
 - To represent Housing Support Service at meetings with statutory and non-statutory agencies, when required.
 - To support other team members and the Service Manager in the promotion and development of Housing Support Service.
 - To deputise in the absence of staff, as and when required
 - To undertake any other reasonable duties, as agreed with the Service Manager.

SCOPE AND LIMITS OF AUTHORITY

The Association provides a floating support service within the North Down and Ards area, funded by Supporting People, and works closely with external agencies in the voluntary and public sectors.

The post holder works alongside the staff team in the implementation of new initiatives and the delivery of programmes that support adults (and their children) towards a stable tenancy, independent living, community integration and encourage their participation in the services of the Association.

The post holder will work 20 hours per week over Monday to Friday between 9.00am to 5.00pm, as agreed with the Service Manager. These working hours will comprise face-to-face, phone and online contact with service users as well as blended working between office and home. Evening and weekend work may be required, with additional hours compensated by Time Off In Lieu.

HSW/2024

PERSON SPECIFICATION

Knowledge

- GCSEs A-C or equivalent in English and Maths
- Knowledge in the provision of housing support to individuals within the community.
- Knowledge of the statutory and voluntary sector, particularly relating to

housing.

Experience

- Minimum 2 years' paid experience in housing support, community youth work, social work or equivalent
- Experience of working with people with a range of priority needs, such as those who are at risk of homelessness, vulnerable adults or mental health issues.
- Specific experience in one relevant area of support work, e.g. housing issues, benefits advice, skills training, mental health.

Skills/Abilities

- Ability to safeguard and follow relevant organisational procedures. Effective communication skills, verbal and written.
- Ability to network and develop relationships with people and other agencies.
- Ability to work as part of a team and with diverse groups, both within the organisation and externally.
- Ability to use computers.

Miscellaneous

- Able to work unsocial hours, including occasional evenings and weekends.
- Access to a car, with business insurance, and hold a current, clean driving license.
- Commitment to working within an equal opportunities framework.
- Commitment to the Aims and Purposes of the YMCA.

Desirable Criteria

- Professional qualification in housing, community youth work, social work or equivalent
- Experience of working with individuals through needs and risk management, support planning and reviews.
- Knowledge of Welfare Benefits System
- Knowledge of Supporting People initiatives.

N.B. This job description is an outline of the post as it is currently perceived by YMCA North Down and will therefore be subject to change in detail and emphasis in the light of future developments.