



# Hope Housing

Working to end rough sleeping in Bradford

Hope Housing, The Millside Centre  
131 Grattan Rd, Bradford BD1 2HS

[contact@hopehousing.org.uk](mailto:contact@hopehousing.org.uk)

[www.hopehousing.org.uk](http://www.hopehousing.org.uk)

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Registered Charity No. 1132349

## Housing Support Worker

**Closing date: Sunday 6th February 2022**

**Interview date: TBC**

1 year fixed term contract

We have an exciting opportunity for a Housing Support Worker to join our dynamic team at Hope Housing. A full job description and person specification are attached.

We are looking for a Housing Support Worker to work full time initially on a 1 year fixed term contract.

### Who are we?

Established in 2008, Hope Housing is a registered Christian charity working with people experiencing homelessness in Bradford. Our aim is to end rough sleeping in Bradford by eradicating homelessness through the provision of a range of services including crisis management, advice and advocacy and supported housing. Hope Housing currently has 56 supported bed places in 40 properties across the city and we are actively looking to expand our portfolio. We are connected into a wide range of working partnerships with statutory and voluntary services and churches to deliver a range of person centred services in the City. We know that we cannot solve homelessness by ourselves; our key principles are to work with others and focus our work on filling gaps in homeless provision so that in our city no one will be left out. All our support is tailored to each individual and enables even the most disadvantaged people to access housing, financial and practical help through a person-centred, individualised approach.

### Purpose

The Housing Support Worker, will manage and provide support for clients in our supported tenancies to maintain their accommodation. They will provide outreach support to homeless people to support them in a pathway out of homelessness and connect clients to social support within the wider community, including accessing the internet, recovery groups, walking groups, and other Covid-19 safe local activities. As a member of the team, the Housing Support Worker will contribute to fulfilling Hope Housing's vision for the eradication of homelessness in Bradford.

### What drives us?

At our core we aim to reduce homelessness in such ways as may be thought fit within the context of Christian values and practice, based on the biblical mandate to love our neighbour as ourselves. We believe it is a great privilege to help people experiencing homelessness by providing hope where they often feel there is no hope.

## How to apply

Applications for the post are invited from those who have the relevant skills, experience and passion by **submission of a detailed CV and covering application letter** to Laith Sweiss (Housing Support Manager) via email: [contact@hopehousing.org.uk](mailto:contact@hopehousing.org.uk).

Please contact Helen Syrop if you require further information.

### CVs should include:

- Name and contact details
- Qualifications (level; date obtained; awarding body)
- Full employment history
- Name of two referees (including current or most recent employer) – please indicate if these can be contacted after shortlisting

### Covering letter should include:

- Why you are applying for the post
- How you meet the essential and, if appropriate, desirable criteria
- Confirmation that, if shortlisted, you are available for the interview date
- Confirmation of right to work in the UK

## Housing Support Worker

<b>Salary:</b>	£21,322 p.a. (pro rata); £10.90 per hour
<b>Line Manager:</b>	Housing Support Manager
<b>Hours:</b>	37.5 hrs per week
<b>Contract:</b>	1 year fixed term contract
<b>Holidays:</b>	25 days p.a. + Statutory bank holidays (pro rata)
<b>Pension:</b>	Employer contributions 3% for the first two years of service, 5% after.
<b>Start date:</b>	February 2022
<b>Clearance required:</b>	Enhanced DBS check
<b>Office Base:</b>	Millside Centre, 131 Grattan Road, Bradford, BD1 2HS

All reasonable expenses incurred to carry out the role such as mileage will be reimbursed in line with our policies and procedures.

## Main Duties and Responsibilities

### Tenant and Client Support

- To provide ongoing support for potential and actual tenants with due consideration and understanding, and with regard to the organisation's Equal Opportunities policy
- To provide clients with appropriate information to support their needs and provide support regarding their tenancies, including housing and other benefits, tenancy agreements etc.
- To encourage clients to engage in recovery programmes and support volunteers to help clients in overcoming support needs, recovery from addictions, gaining employment, benefit entitlement etc.

### Housing Management

- To carry out appropriate housing management functions in relation to Hope Housing properties and tenants. To include:
  - Assisting in setting up new properties
  - Liaising with referring agencies and potential tenants to fill tenancies
  - Rents collection, including housing benefits applications and management
  - Voids management
  - Arrange and oversee repairs and maintenance
  - following warning/eviction procedures where necessary
- To be part of an on call rota for emergencies/crises
- To develop new partnerships with other relevant agencies, churches, landlords etc.

### Personal Development

- To undertake any training and development opportunities as agreed
- To attend occasional conferences and events related to homelessness and the work of Hope Housing in agreement with line manager
- To undertake occasional tasks in cooperation with Hope Housing colleagues, as agreed within the context of the management structure, in order to gain additional skills and knowledge relevant and of use to the overall operation of Hope Housing

### Additional Tasks

- To work within the framework of values, ethos, policies and procedures set by the trustees
- To undertake additional tasks and responsibilities at the request of the Trustees and line manager
- To deputise on occasion and as appropriate for other colleagues as agreed with staff and trustees

**Scope:** This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Hope Housing. A more specific list of day to day tasks will be agreed with your line manager.

## Person Specification - Housing Support Worker (E= Essential; D= Desirable)

Area	Person Specification	E	D	Evidenced
Education	GCSE C in English and Maths	X		App
Education	Qualified to A level Standard/ NVQ 3 or equivalent	X		App
Knowledge	An understanding of homelessness issues, the homeless sector and property management		X	App/Int
Knowledge	Knowledge of safeguarding principles and practice in working with vulnerable adults		X	App/Int
Knowledge	In-depth knowledge of local services relevant to homeless people and homelessness		X	App/Int
Experience	Experience of working with homeless people including, destitute clients, EEA migrants, failed asylum seekers, victims of trafficking, people with addictions and chaotic behaviour.		X	App/Int

Experience	Experience of creating and implementing support plans for volunteers and clients to access recovery from addictions, work towards employability and access benefits.		X	App/Int
Experience	Experience of dealing with clients with complex needs and ability to defuse conflict situations		X	App/Int
Experience	Experience of working with volunteers		X	App/Int
Skills	Excellent English Language skills, written and verbal and able to communicate effectively with and relate to people of all kinds, in different ways	X		App/Int
Skills	Ability to speak an Eastern European Language		X	App/int
Skills	Computer literacy - ability to use G:Suite, Google docs, Google sheets and Google Drive, databases and email	X		App/Int
Skills	Ability to organise and prioritise own time / workloads and work with minimum supervision	X		App/Int/Ref
Skills	Ability to maintain and update accurate records including petty cash and case notes	X		App/Int/Ref
Skills	Ability to liaise, work with and network effectively with a range of external agencies	X		App/Int
Skills/ Attitude	Self-motivation, ability to act on own initiative, work alone and as part of a team.	X		App/Int/ Ref
Attitude	Committed to equality and diversity	X		App/Int
Attitude	Willingness and commitment to work within the Christian values, motivations, vision and aims of Hope Housing	X		App/Int
Attitude	Flexible approach to work and ability to work from different locations across Bradford.	X		App/Int/Ref
Other	Right to work in the UK	X		App
Other	Ability to be part of an out of hours on call rota.	X		Int
Other	Holds a full driving licence and access to a car.	X		App/Int