



MAN IN PLACE
INNOVATE ACCOMMODATE MOTIVATE

- Job Role:** Accommodation Based Support Worker
- Context:** The **Accommodation Support Service** provides support at designated accommodation made up of temporary accommodation to prevent individuals from rough sleeping.
- This employment opportunity is funded through Thrive contracted services on behalf of Telford & Wrekin Council. The funding offers a specific type of support that will enable individuals to sustain their current tenancy, and be confident to move on into their own housing and inspire them to reach their full potential.
- Salary:** £8.17per – (annual salary £6,372, and is subject to successfully maintaining the contract and or securing alternative funding Streams.
- Qualification & Experience:** Experience in housing, homelessness, support services, health and social care, criminal justice system or related relevant experience in providing advice and guidance.
- Job Role:** To provide support in short term supported accommodation of a high standard, support people by using a planned support agreement and sign post to appropriate additional support services. Support them in maintaining and developing their tenancy skills through to the transition of more permanent accommodation, as well as other aspects of their lives that will enable them to thrive.
- Responsible to:** Accommodation Based Support Team Leader
- Location:** Working from various locations in south Telford, and operating across the Telford and Wrekin area.
- Hours:** 15hrs. The working pattern will be worked over 5 days, between 08:30 and 22:00 and alternate weekends.



Job Summary:

- Deliver consistent planned support services
- Covering of accommodation based staff annual leave periods
- Keep informed on the rent and utility status of those being supported.
- Monitor and support individuals to access and maintain their accommodation that is of a high standard and is safe and secure.
- Give guidance to the supported community to live safely, securely and successfully in their accommodation and neighbourhood.
- To promote hope through encouraging and supporting people to find solutions to their homelessness and develop their skills, to achieve positive outcomes, and maximising their sense of wellbeing.
- Ensuring vulnerable people are assisted appropriately and sensitively as they adjust and move forward.
- Support customers through reviews to achieve the best possible outcomes and a sustainable tenancy.
- Ensure the provision of advice, guidance, advocacy and signposting to external agencies and services such as mental health, addiction services and health and social care professionals.
- Ensure effective communication with colleagues and relevant professionals.
- Maintain all data and documentation to a high standard in line with Maninplace policies and procedures and the Thrive contract requirements.
- Coordinate group and responsive support sessions to create a sense of a learning, personal development and community within the core provision.
- Adhere to strict codes of customer confidentiality.



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Job description duties & responsibilities	Actions
Accommodation Based Support Worker	<ol style="list-style-type: none">1. Provide Planned and Responsive Support to customers based on an individual assessment of their needs.2. Work to enable and ensure that customers move in and out of accommodation and support them to manage their stay safely and responsibility.3. Maintain and keep clean properties to ensure quality accommodation is offered.4. Adapt and tailor the support tools provided to suit the needs of the individual, addressing and resolving the safety and support needs of customers.5. Continually review the impact of support, ensure there is a clear pathway in place for the customer to move forward into suitable and sustainable accommodation.6. Liaise and work in partnership with local agencies to assess and arrange specialist and longer-term support when required, intervening and signposting customers to prevent housing and/or care crisis.7. Through close engagement with customers you will build a positive, inclusive relationship that promotes and develops their independence.8. Work with any Community organisation to ensure appropriate support, vibrant, well facilitated solutions.



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Abilities required	<ol style="list-style-type: none"> 1. Have experience of working in the community with people in one of the disciplines identified in the job specification. 2. Be a 'people person' and relish helping people to be the very best they can be. 3. You will successfully complete our bespoke induction training and make full use of the tools available to you 4. Be computer literate, demonstrate an ability for keeping accurate records, you will ensure excellent case administration, that it is fully compliant with the requirements of Maninplace or any Contract requirements. 5. You will be a excellent organiser, communicator, be excellent at managing your time and use your initiative to get things done. 6. You will demonstrate flexibility in delivering a customer based service.
Working with other voluntary and Statutory sector agencies.	<ol style="list-style-type: none"> 1. Joint working and effective communication with other agencies. 2. Help to promote service to external agencies. 3. Ensure that service information is accessible to professionals involved. 4. Work with external voluntary and statutory sector agencies in a spirit of partnership and collaboration. 5. Operate and work within the extended team of Maninplace
Duties within Maninplace	<ol style="list-style-type: none"> 1. To assist with any other activities required by Maninplace within everyday work duties and responsibilities of employment.



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Skills & Experience	Essential	Desirable
1. Experience of working with the Homelessness/Housing, Social Care setting /Supporting People Programme (or similar) or comparable services.	X	
2. Have experience and/or qualification in support services, health and social care or related relevant experience providing advice and guidance.	X	
3. Have experience of guidance with personal financial management	X	
4. Demonstrate effective communication, and presentation skills.	X	
5. Car owner and driver with clean UK driving licence or independent means of travel to clients and external meetings.	X	
6. Demonstrate a clear understanding of the issues facing those who are homeless and their non-statutory status.		X
7. Demonstrate relevant knowledge of the criminal justice system and the drivers that impact on offending behaviour.		X
8. Demonstrate relevant knowledge of Mental Health issues and the impact on individual's ability to make positive decisions.		X
9. Demonstrate relevant knowledge on the social impact of legal/illegal migrant status and the issues faced.		X
10. Demonstrate knowledge of working with vulnerability, disability, cultural sensitivity and equal opportunities.	X	
11. Ability to develop group work to maximise the support provision for individuals.	X	
12. To work effectively within the immediate and wider staff team.	X	
13. Demonstrate ability to use word processing, data bases, & report writing.	X	
14. Demonstrate ability to work flexibly, independently, be self-motivated, non-judgemental and as a lone worker.	X	
15. Identify a commitment to working with Maninplace policies and procedures.	X	
16. Demonstrate experience of providing accommodation base support activities.	X	
17. Demonstrate relevant experience of support planning and the enablement of the service user experience.	X	