

BRIDGE RECRUITMENT

BRIDGE
TRUST 

A BRIDGE FROM HOMELESSNESS

WORK FOR US

We are looking for someone who.....

Has a heart for their community and wants to work in a job where they can make a real difference to people's lives. If this is you, then what are you waiting for - get in touch with us NOW.



Supported Housing Officer
Recruitment Pack



A Welcome from our Chief Executive

The Bridge Trust has been changing the lives of homeless people for over 30 years. We operate in our local, West Kent region, where we see the result of our hard work and at the centre of that work are our Supported Housing Officers.

Our SHO's are our "Support Workers". We call them SHO's because this reflects better what they do - they work within our supported housing, supporting our clients -single, homeless adults.

The SHO's role is therefore THE key role in the charity. Without their support, our clients would simply not be able to move on with their lives - they would be stuck in homelessness with little help or hope of getting a home of their own where they can live independent and fulfilled lives.

I have worked for The Bridge Trust for getting on for 14 years and I have seen first-hand the effect of the work our SHO team does; working one-on-one with often vulnerable people, helping them overcome whatever has led them into homelessness and helping them get a plan together and working alongside them as they overcome any barriers that are stopping them moving-on into independence.

It probably sounds a bit trite, but I am very proud of what all of us at The Bridge Trust achieve, and will continue to achieve for those most at need in our community.

If, after reading this job pack you think that you have what it takes and would like to join us then we would love to hear from you so please do apply for for this exciting and most rewarding opportunity.

Footnote:

At The Bridge Trust we are constantly looking at whether we can do better. This is usually at an operational level, but over the past few years the management and Board of the Trust has been looking at whether the organisation as a whole can be better placed to continue to help our clients and to grow our work. We have therefore made the decision to join with another like-minded charity in West Kent; YMCA West Kent. As we do similar work, for similar clients in the same region, it has become apparent that together we can do so much more for those we mutually seek to serve.

After a unanimous vote of our members and the Boards of both organisations, we are looking to merge with YMCA West Kent before the end of March 2022. For more information please see our latest news in our Autumn Bridge Bulletin, found on our website.



October 2021

Dear Applicant,

Vacancy: Supported Housing Officer/Support Worker

Thank you for expressing an interest in the above post. You will find in this application pack the following :

- - Message from our Chief Executive
- - Job Description
- - Person Specification
- - Guidance Notes for Applicants
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This is a full-time, permanent position which would require you to work 37½ hours per week.

The salary for this post is £18,500p.a to £20,000p.a (depending on experience). On completion of a 3 month probationary period this would be increased by an additional 3%, either via a contribution to our stakeholder pension scheme or to your salary, plus an additional £120 as a health care and eye test benefit.

You would be entitled to 25 days paid holiday per year, plus all UK public holidays (increasing after long service service). There will be a requirement to participate in the Trust's 24x7 on-call support rota (currently one week in 5), where you will need to be available to provide *telephone support* and if necessary, attend our accommodation (although this occurrence is rare). Time off in Lieu is given for this commitment.

The closing date for receipt of applications for this post is 26th November 2021.

Please note that The Bridge Trust is a Christian based charity and although there is no occupational requirement to be a Christian and not all staff are Christians, we would prefer candidates to be sympathetic to the Christian ethos of the charity.

If you wish to apply for the post, please complete our Application Form here:

www.thebridgetrust.org.uk/support-us/volunteer/

and email it to: jhandley@thebridgetrust.org.uk.

As an Equal Opportunities employer we would also welcome you completing our Equal Opportunities Monitoring Form here:

<https://www.thebridgetrust.org.uk/wp-content/uploads/2021/10/Equal-opportunities-monitoring-form.docx>

Job Description

Job Title: Supported Housing Officer

Purpose of Post: To provide a support service to clients in the Trust's residential properties, from referral to resettlement. Facilitating their transition from homelessness to independence.

Key Responsibilities

To work as part of a team to develop and maintain high quality supported accommodation services. You will ensure the service operates in a responsive and dynamic way to the presenting needs of the service users. You will ensure that the accommodation provides a safe and welcoming environment for those who live and work there and that services are delivered in accordance with any required contractual, organisational and regulatory standards.

Key Accountabilities

Referral and Assessment

- To interview, assess and recommend acceptance or refusal of applicants in accordance with the Trust's admission criteria, ensuring that the applicant understands the nature of supported accommodation
- To admit, induct and settle new residents into the Trust's accommodation, in accordance with legal and organisational procedure

Client Support work

- Manage a caseload of residents and maintain a working knowledge of all other current residents within the Trust in order to supplement their support where necessary
- Deliver support in a sensitive, inclusive and respectful manner, focusing on the empowerment of service users to gain independence and re-able them to move-on appropriately within given time frames
- Complete and regularly update Support Plans and Risk Assessment ensuring the resident is a partner in goal setting and risk management
- To convey in your own vehicle clients to and from provider agencies for the purposes of accessing healthcare, social work and other forms of support, appropriate to their individual needs. This will include transporting elderly, ill or disabled clients
- Build and maintain effective relationships with relevant external agencies and maintain a comprehensive knowledge of the local services available to our service users. This may include attending relevant meetings and forums
- With assistance from our Housing Revenue Officer, maintain an understanding of the DWP benefits system in order to help service users access their benefit entitlements
- Work with service users, both in work and unemployed on budgeting where necessary to ensure that their rent is paid so that The Trust's income is secure and residents avoid eviction due to arrears
- Deliver, develop and contribute to our Tenancy Training Programme thus equipping residents with the knowledge they need to maintain a tenancy when they move-on

Resettlement (Move-on) Support

- Assess your service users' readiness for independent living, in association with the Support Team
- Facilitate the transition from shared supported living to independent living
- Motivate and assist clients in the establishment of their new home
- Provide outreach tenancy support for a period of time after move-on

Team Working

- Present an update about your residents for the Team at Resident Review Meetings
- Contribute to the effective day to day shift cover that supports the aims of the service, participating in the service's rota system. This includes overnight and weekend telephone on call duties

Property Management

- Ensure that all empty rooms are prepared to the required standard; ready for re-letting
- Monitor, record, report and follow up any maintenance issues
- Participate in housing management procedures, such as room checks

Person Specification

Requirements	Indicators	Assessed by	Importance
An understanding of homelessness and its impact on the lives of individuals	Previous paid or voluntary work experience and/or relevant qualifications	Application Form & Interview	Desirable
An understanding of the issues involved in delivering support to vulnerable people	Previous paid or voluntary work experience and/or relevant qualifications	Application Form & Interview	Desirable
Experience of coping with challenging behaviour and managing complex and difficult situations	Self-motivated and confident. Can demonstrate competence through previous experience, preferably in a voluntary or paid work setting.	Application Form & Interview	Essential
Understands and is able to work within a person-centred approach, possessing good listening skills and an empathetic approach	Awareness and understanding of what is a 'person-centred approach'	Application Form & Interview	Desirable
Ability to work independently using own initiative whilst remaining accountable to line management and working effectively as part of a team	Previous paid or voluntary work experience and/or relevant qualifications	Application Form & Interview	Essential
Ability to establish good working relationships with service users, colleagues, other stakeholders and to work well within a team	Previous paid or voluntary work experience and/or relevant qualifications Professional, courteous and confident manner.	Application Form & Interview	Essential
Ability to manage a varied caseload that works effectively with a range of clients, using an outcome-based approach	Previous paid or voluntary work experience and/or relevant qualifications	Application Form & Interview	Essential
Understands the need for and how to implement clear boundaries, both the clients and their own	Previous paid or voluntary work experience and/or relevant qualifications	Application Form & Interview	Desirable
Willingness and ability to work outside of normal office hours	Previous experience of shift work	Application Form & Interview	Desirable
Enjoys working flexibly in response to changing organisational requirements, and client-need driven changes in priorities at short notice	Imaginative, 'can-do' approach to new challenges. Able to prioritise.	Application Form & Interview	Desirable
Ability to make decisions independently when necessary	Self-motivated and confident	Application Form & Interview	Essential
Ability to effectively convey information both orally and in writing and to keep clear, concise and accurate records	Previous experience, preferably in a voluntary or paid work setting	Application Form & Interview	Essential
Understanding of importance of confidentiality and Data Protection	Awareness and understanding of issues around information handling	Application Form & Interview	Essential

Guidance Notes for Applicants

The Bridge Trust aims to ensure that all applicants are treated equally and judged solely on their ability to do the job. Your completed application form will be assessed according to the relevant competencies incorporated within the job description.

The page containing personal and equal opportunities monitoring information will be separated from the application form and will be retained confidentially by management. It will be used for administration and production of summary statistics. It will not be used for selection purposes.

References will be taken up for short listed applicants only. Referees must have direct knowledge of your work and must include your most recent employer. If you do not have a recent employer, references related to unpaid employment, for example in voluntary organisations, may be appropriate. Character references from friends and relatives are not acceptable. School leavers and graduates may give names of lecturers/tutors/headteachers and any temporary or work experience employer, as appropriate. Please ensure your referees are in a position to respond promptly.

A DBS will be needed if you are the successful applicant and will be paid for by The Bridge Trust.

Application Forms must be returned by the closing date to jhandley@thebridgetrust.org.uk. Interviews are normally held within the 2 weeks following the closing date. Applicants should arrange to be available to attend for interview as it is not normally possible to alter dates to suit individuals.

Will you please note that applicants may be requested to provide documentary evidence of qualifications referred to on the completed Application Form.

All short-listed applicants will receive detailed information regarding the interview arrangements.

If you have not been contacted within two weeks of the closing date, please assume that your application has been unsuccessful.

Because of the nature of the work on offer, this post is excepted from the Rehabilitation of Offenders Act 1974 and so all convictions, both spent and unspent, have to be disclosed – instructions are in the application form.