



Support Worker Recruitment pack 2023

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1. Application Process

Thank you very much for your interest in this post. On the following pages, you will find details about the role and the selection process to assist you with your application.

Timescales and Recruitment Process

Closing Date:	The closing date for applications is Sunday 26th February 2023.
Shortlisting:	Applications will be considered on rolling basis up until the closing date.*
First Interviews:	To be confirmed
Second Interviews:	To be confirmed (if required)

* We will be assessing applications for shortlisting as they are received. Should we receive a sufficient number of suitable applications, we reserve the right to close the application process before the closing date.

How to Apply

To apply for this role please send the following to janice@selfhelpa.co.uk

- Your Curriculum Vitae (CV)
- A covering letter or supporting statement
- A completed equalities monitoring form (Optional)

Additional Guidance

Your CV should show your full career history and account for any gaps. Ideally your CV should be no longer than three pages.

Your supporting statement should try to cover the following and ideally be *no longer than three pages*).

- Why you are interested in the position.
- What makes you a good candidate for this role.
- Demonstration of the essential attributes that are marked on the person specification.

Completion of the Equalities Monitoring Form is entirely voluntary and is requested purely for monitoring purposes in line with our commitment to equality and diversity. Equalities monitoring forms will be separated from your application upon receipt, anonymised and processed by a colleague not involved in recruitment or selection.

Following your application

Applicants shortlisted for interview will be contacted directly using the contact details provided in your CV or covering letter.

If you haven't heard from us after five working days from the closing date, your application was unsuccessful on this occasion.

2. Welcome

Dear Applicant,

Thank you for taking the time to consider this important role. We are looking for someone with a passion to change the lives of people experiencing homelessness for the long term.

I wanted to take this opportunity to provide some insight about us and our culture. This should help you to decide if the role is for you and hopefully encourage you to apply.

Self Help is quite unique. We are a proudly independent charitable housing association which allows us greater freedom to innovate. Working in a smaller organisation allows for much greater influence and control over work objectives, broader skills development and perhaps most importantly the ability to convert ideas into a meaningful action.

It's definitely challenging work and at times you will have to roll your sleeves up and support your team. But it's also very rewarding as you will have the ability to make a real impact in your work.

To work here you have to be committed to improving the lives of the homeless people we work with. You also need a commitment to improving yourself through learning and embracing new approaches so that we can provide the best outcomes we can for our clients. The work isn't always easy so you need to be resilient and adaptable.

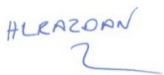
Our decisions have to be based on commercial realities but we always try to put our people at the centre. We have an ethos of support which runs all through the organisation. We always try to find solution based approaches to staff welfare, family life, career development and achieving a work life balance. Staff past and present cite a strong sense of family and mutual support.

Our next business strategy includes plans for growth, new service initiatives and developing our online activities so this is an exciting time to be joining the association.

We are seeking an exceptional individual to join our Support Team and the successful candidate will have a key role in helping change the lives of people experiencing homelessness.

Please accept my best wishes for your application.

Best Regards



Helen Razdan
Chief Executive

3. About Self Help

Who we are

Self Help Community Housing Association is a charitable housing association registered under Co-operative and Community Benefit Societies Act 2014 with the aim of providing accommodation and support to homeless people in Bristol.

Our core values

- Everyone should have the opportunity to make the transition from homelessness to a sustainable home.
- There should be equal opportunities for our diverse mix of clients and staff.
- Our staff will act with respect, integrity and openness.
- Our staff will be creative, innovative and inspiring.
- We will focus on outcomes, efficiency, excellent performance and continuous improvement.
- We will listen, involve, and deliver on needs.
- We will understand the background of our clients and make changes to our services to accommodate these differing backgrounds.

Brief History

The Association was formed in 1973 in response to the levels of homelessness in the city and the levels of unused empty buildings that offered the potential for social use in the short term. Traditionally, the Association leased properties from larger housing associations who in turn accessed the capital subsidies required to bring the properties back into use. This model was known as Short-life or Temporary Social Housing.

As the capital funding declined for Short-life provision, the Association adapted its business model and acquired a modest portfolio of freehold properties which provide the mainstay of our accommodation for both supported and unsupported client groups.

Background to Support Operations

Historically we focused on unpopular and unmet need amongst homeless client groups in Bristol. Predominately, this meant housing single men with complex and multiple needs that were ineligible for statutory supported housing. In 1998 we secured startup funding from the national lottery to pilot a tenancy sustainment support service.

This pilot provided compelling evidence that the tenancy sustainment approach worked; over the 3 years of the project tenancy breakdown /abandonment reduced by 89%. Ultimately this provided the platform to gain formal supported housing status and a homeless prevention model now widely used in supported housing across the UK.

Organisational Culture and Ethos

We are a small but effective organisation working with over 100 homeless people each year. We have a strong track record in working with people with repeated experiences of homelessness. We are a hugely supportive team who routinely make a profound impact on the lives of our service users to sustain and move into long term accommodation through commitment, collaboration and perseverance.

Self Help have a longstanding track record in providing client centred services that can be adjusted to the needs of the individual. As a small provider, our team are able to maintain close links to our service users and respond effectively using psychologically informed thinking. We have an organisational culture built around communication, teamwork and universal commitment to understanding the needs of the individual.

Support Worker Recruitment Pack

Working in psychologically informed environments is embedded in everything that we do as we recognise that whilst all of our clients have a common history of homelessness, understanding the unique circumstances behind this is central to achieving the best outcomes.

This has allowed us to build an excellent reputation for delivering high impact and adaptable services based upon relationship building, mutual trust and personal responsibility.

Ultimately – the most telling measure of service impact is the number of service users who sustain their tenancy with us until moving on in a planned way (known as planned move-on or positive departure). Since the advent of our Support services in 1998, positive departures have averaged 90%.

Overview of Operations Services

We provide intensive housing management, repairs and commissioned support services directly to our residents from our head office in central Bristol.

We are commissioned by Bristol City council to provide supported accommodation for single homeless men as part of Homeless Pathway 1 in partnership with the Salvation Army, Elim, and Second Step, Live west and Places for People. This service provides accommodation and support at Level 4. We also provide accommodation for homeless families working with Bristol City Council.

Offices

Our offices provide dedicated work and meeting spaces for staff, volunteers and service users and excellent IT and Telephony infrastructure geared towards seamless office and home working.

Housing Stock

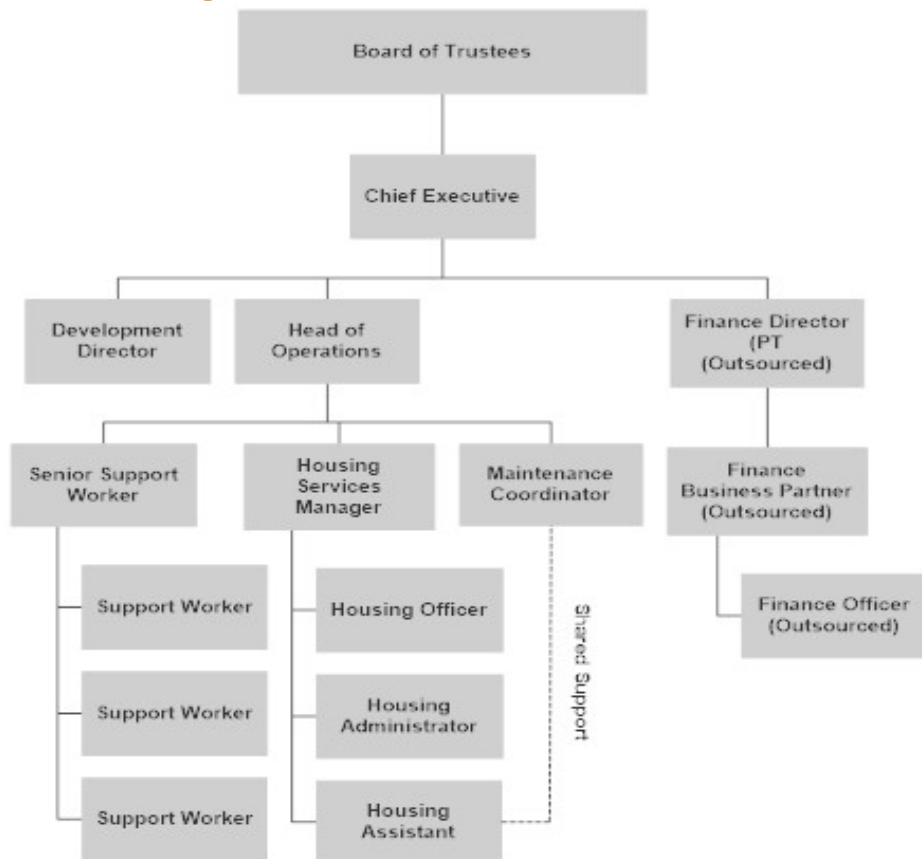
Our stock is dispersed around the City and is mainly shared houses with a small number of family houses. We own the majority of our stock and have plans to acquire additional rental units over the course of the next business plan.

Our stock is predominately Victorian terraces which presents asset management challenges, most significantly around energy efficiency and spacial layout. We are currently exploring disposals and acquisitions to replace housing stock that is becoming less suitable.

Built Asset Profile (2020-1)

Summary	Total Properties	Leased/MA Properties	Mortgaged Properties	Freehold Properties	Total Bed Spaces
Supported single persons*	18	4	7	7	69
Unsupported Family	9	4	3	2	9
TOTAL	27	8	10	9	78

Current Staffing Structure



Version 09/2021

Service Delivery Departments

Department	Key Function	Staff
Housing Management	Contractual Housing Management (Tenancies) and Rental Account Management	4
Repairs and Maintenance	(Coordinating response repairs, reletting, planned and cyclical maintenance and statutory servicing compliance.	1
Support	Providing ongoing support aimed at tenancy sustainment addressing support issues and independent living for the long term.	4
Finance Department (Managed Services)		
Junior Accountant	Day to day operations invoicing, management accounts, budget holder reports, payroll.	1
Finance Business Partner	Statutory Accounts, Quarterly Management accounts reports to SMT and Board, bespoke reporting and analysis.	1

Senior Management Team (SMT)

Our SMT are also executive (Officer) board members with limited voting rights.

Role	SMT Key Functions
Chief Executive	<i>Leadership and Vision Governance and Strategy Business Development Company Secretary Advice and Oversight reporting for the Board Risk and Financial Management</i>
Head of Operations	<i>Operational delivery of strategic objectives Performance, and Compliance Service Development. Advice and oversight reporting for the Board People Management</i>
Development Director	<i>Business Development and Strategy IT and Infrastructure Asset Management Deputy CEO and Company Secretary Advice and Oversight reporting for the Board</i>
Financial Director (Outsourced)	<i>Risk and Financial Management, Quarterly and annual analysis Specific Appraisals and Projects Advice and Recommendation to SMT and Board</i>

Operational Funding

Primarily, operational funding comes from three sources:

- 1) Revenue funding from Supporting People which is a local authority commissioned service which pays for support worker service costs and a contribution to overheads
- 2) Rent and Service Charge income which funds our housing operations and overheads. Rents for our supported bed spaces are approved by the local commissioners and Housing Benefit at higher rates than for general needs to reflect intensive housing management costs associated with providing temporary supported housing. Rental income for Family operations tends to be in line with local reference rents.
- 3) Charitable grants for client welfare initiatives.

Future Direction

The Association remains committed to Supported Housing and will continue to bid for commissioned services during the next business plan. The Association has a long term strategy of growth and diversification; new rental models to spread risk and strengthen income to support our social objectives and broadening the types of support we can provide are a central pillar of the next business plan.

4. Diversity Statement

We are committed to increasing the diversity of staff within Self Help and welcome applications from anyone who meets the requirements of the person specification.

We especially welcome applications from people with lived experience of homelessness.

We encourage applications from all ethnic backgrounds, gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual.

If you have a disability please do let us know how we might help support you in your application.

5. Job Description

This job description is not an exhaustive list of all of the duties and responsibilities that may be required to enable service delivery

Overview of the Role

The role is based at our head offices in Stokes Croft, Bristol but requires regular client visits both in their in their homes and in suitable locations out in the community.

As a Support Worker you will work as part of a team providing accommodation based support to residents in our supported housing. You will have a caseload of vulnerable clients who need support to sustain their tenancy and develop solutions which enable them to access a home suitable for them in the long term.

You will encounter a wide range of issues including; mental and physical wellbeing, substance abuse, trauma, financial capability, life and tenancy skills, rent arrears and debt management.

The Right Candidate.

- Will possess the enthusiasm, skills and commitment to make a real difference to the lives of people experiencing homelessness.
- Will be responsible, reliable, proactive and solution focused with a willingness to take on challenges with a flexible attitude.
- Will demonstrate the ability to work with empathy, objectivity and psychologically informed approaches
- Will have experience supporting people who have experienced homelessness or have highly transferrable skills and a desire to work in homelessness or supported housing.
- Will have demonstrated a commitment to the Association's core values

Primary tasks

- Manage a caseload of individuals who have experienced homelessness.
- Proactively engage clients with the association's services and meet the conditions of their support and housing agreements.
- Encourage and enable clients to access external support agencies.
- Ensure all records and file notes are up to date, accessible to colleagues and meet the requirements of data protection and confidentiality.
- Complete and monitor needs assessments ensuring that they are client focused.
- To ensure prompt and appropriate responses to client enquiries.
- Assist clients to complete benefit, grant and other appropriate forms and applications.
- Assist clients in moving into new properties and establishing themselves in their home.
- Work in partnership with housing management and maintenance departments
- Establish productive working relationships with external organisations and colleagues. .
- Contribute to the administration and organisation of the Association's offices.
- Provide a diverse and culturally sensitive service for all clients in line with the organisation's equal opportunities policies.

6. Person Specification (Support Worker)

Qualifications	
<ul style="list-style-type: none"> • Good standard of secondary education including Math's and English • Housing, Care or Support related qualification or equivalent experience. 	
Knowledge	Experience
Professional boundaries.	Supporting vulnerable groups & individuals
Adult and Child safeguarding	Experience of providing tenancy support
Understanding of signs of abusive behavior and how to	Inter-agency and partnership working
Welfare benefits.	Developing and maintaining support plans
Risk Assessments.	Working in a target focused environment.
Current good practice in supported housing	Tenant/Client Participation
Support agencies in Bristol area.	Providing support relevant to homelessness, substance abuse, mental ill health, welfare rights, tenancy management, criminality and life skills
Best practice in supported housing	
Skills	Personal Qualities
Excellent written and verbal communication.	Reliable
Excellent IT skills	Proactive and solution focused
Assessing the risks and needs of vulnerable adults.	Resilient and determined
Collaboration	Commitment to promoting personal
The ability to provide respectful, non-judgmental support.	Awareness of own strengths and weaknesses
Time and caseload management.	Willing to takes on challenges with a flexible attitude
Listening, reflecting and problem solving.	Self-motivated
Ability to motivate and work with challenging individuals.	Flexible and responsive to change
Respond to emergency situations in a professional manner.	Commitment to diversity and equal
Work with performance indicators and deliver targeted	

7. Summary of Main T&C's

EMPLOYER DETAILS

Self Help Community Housing Association Ltd

PLACE OF WORK

Bristol

JOB TITLE

Support Worker

REMUNERATION

The full time equivalent salary for the role is **£20,387 - £22,267**

HOURS OF WORK

Standard hours of work are 35 per week, Monday to Friday.

Normal office hours are Monday to Friday:

09:00 to 13:00 and 14:00 to 17:00 (16:00 on Fridays)

We also offer flexible working arrangements.

Some out of hours working may be required from time to time to attend training or participation event.

FLEXIBLE WORKING

We believe it is important to support our colleagues where we can to achieve a work life balance that suits their particular needs. Whilst some flexible working approaches may be unsuited to specific service roles we take a solution based approach to flexible working requests. Flexible working arrangements may include condensed working weeks and variable hours and home working.

PROBATIONARY PERIOD

There is a probationary period of 6 months for new employees. During the probation period, employment can be terminated by either party by giving 1 weeks notice in writing. The Associations disciplinary procedures shall not apply during the probationary period. The organisation reserves the right to extend this probationary period as appropriate.

NOTICE PERIOD

Following the successful completion of your probationary period, the period of notice to be given in writing by either party is as follows:

By employer: One calendar months' notice in writing.

By Employee: One calendar months' notice in writing.

PENSION

You will automatically be enrolled into a pension scheme. Current information about the relevant scheme (The Pensions Trust (TPT) "Growth Plan Series 4") can be found at www.tpt.org.uk.

If you remain opted in – we will contribute 3% of your salary to your pension and you will be required to contribute 5%.

HOLIDAYS

The Association's annual leave year begins on 1st April and ends on 31st March. For full time staff, the Association will grant 35 days, which includes 8 days in respect of public and bank holiday entitlement.

**SICKNESS ABSENCE
& COMPANY SICK
PAY**

Company Sick pay during the Probationary Period: 2 Weeks at full pay.
Following the successful completion of your probationary period and any extension thereof, and up to 24 month's Service: One Month's full pay and 6 weeks half pay.
24 month's to 36 months: two month's full pay and 6 weeks half pay
In excess of 36 months service: three months full pay and 6 weeks half pay

OTHER BENEFITS

- Professional body annual fees
- Corporate eye care scheme
- Employee assistance programme
- Up to 2 days paid leave annually for Charity / Community Benefit volunteering?

SUBJECT TO

- Satisfactory References
 - Evidence of qualifications
 - Enhanced disclosure and barring checks. (DBS)
-

8. Copy of Advertisement for Role

Post Details

Job title: Support Worker

Salary range: £20,387 - £22,267

Department: Support

Duration of contract: Permanent

Responsible to: Senior Support Worker

Hours per week 35

Notice period: Four weeks. (One week during probationary period)

Home Working – As part of our COVID secure measures staff will sometimes be required to work from home

Disclosure and Barring: This post requires an Enhanced Disclosure and Barring check (DBS)

Closing Date: Sunday 26th February 2023



N:B We will be looking at applications as they come in and may interview candidates prior to the closing date. If we decide to extend the original closing date this will be updated on the Association's website.

Benefits Summary

- 35 days annual leave (Including bank holidays)
- Up to 2 days paid charity leave
- Professional body annual fees
- Flexible working
- Corporate eye care scheme
- Employee Assistance Programme
- Pension Scheme: We have a pension scheme with 5% employee contribution and 3% employer contribution which includes optional life insurance cover up to 3 times annual salary.

About the role

We are recruiting a new member of our support team to work with clients who have experienced homelessness to support them to sustain their tenancy and with their journey towards independent living. The ideal candidate will be resilient, empathetic and supportive and already have experience of providing support to vulnerable clients.

If you committed to helping change people's lives for the long term we would love to hear from you.

For further details about the post and how to apply, please refer to the application pack.
