

Job Title:	Senior Housing & Support Worker – Hospital Discharge Service
Responsible to:	Service Manager
Responsible for:	No Direct Reports
Hours of Work:	35 hrs pw to cover weekday shifts, occasional evenings and weekends and be on the out of hours on-call rota.
Location:	Durham
Salary and Benefits:	£23,155 (+ on-call supplement)

- 28 days annual leave inclusive of Bank Holidays (+ 1 day per year of service accrued up to 10 years)
- Company Pension Scheme
- Staff Well Being Benefits
- Funded Training Opportunities

Closing date: Midday 13/11/2023

Interviews: w/c 20/11/2023

Start Date: w/c 15/01/2024

About the role....

We have an exciting opportunity for you to join our team as a Senior Housing & Support Worker, where empowering individuals living in our supported accommodation will be at the heart of what you do.

Working primarily within our Hospital Discharge Service, you will be responsible for ensuring the provision of excellent support and enhanced housing management to our service users with multiple needs, which may include mental and physical health issues, substance misuse and housing related support needs. You will carry out Risk Assessments, Support Planning, Goal Setting and regular reviews.

You will work as part of a dedicated team of Housing and Support Workers and in the absence of the Service Manager, provide an element of team leadership to your peers.

Alongside the Service Manager, you will be responsible for processing referrals and completing assessments with potential residents. This will be done in conjunction with the hospital discharge teams at Durham's NHS hospitals.

You will be focussed on helping our residents to build on their strengths, overcome problems and support them to move towards a more independent lifestyle. You'll do this through your care, respect, empathy, and commitment.

Undertake Enhanced Housing Management responsibilities to DASH properties, ensuring void levels are kept to a minimum and premises are ready for occupation. This will include assisting in ensuring properties are in a good standard of cleanliness and repair.

Maintaining a safe and secure environment is key, this may see you dealing with emergency situations and so you will work within H&S procedures especially regarding Risk Assessment, Safeguarding, and Lone Working.

About you....

You will be passionate about providing tailored support according to residents' individual needs, applying the principles of Strengths-based and Trauma Informed Care.

You will have experience of working in the supported housing sector or a minimum of 2 years support work in a social care setting. The individuals we support have a wide range of support needs, and so you will have experience of working with people with multiple needs.

You will have a good understanding of mental health issues, substance misuse and behaviours that challenge.

You will have excellent interpersonal, written, and verbal communication skills, and will be proficient in the use of IT including CRMs, email, and web-based applications.

You will have a flexible approach to work and be willing to cover occasional evenings/weekend working and be on the out of hours on-call rota (paid extra). Resilience is key, and you will have the ability to stay calm under pressure and work on your own initiative whilst maintaining personal and professional boundaries.

You will be committed to your own personal and professional development and be willing to undertake training and development relevant to the position.

You will have the ability to work within policies, procedures, and regulations, including Safeguarding and Lone Working. You will need to undertake an Enhanced Disclosure and Barring Service check – paid for by us of course!

You will possess a full UK driving licence and have access to your own personal transport.

About us....

At DASH we believe that everyone, regardless of circumstances, should have a fundamental right to a place of shelter, and help to rebuild their life.

We have been making a positive intervention on single homelessness since 1972. We do this through the provision of supported housing, a project specifically for vulnerable women facing multiple complex needs, enhanced housing management services and the provision of affordable shared housing for homeless people and people in housing need.

As an inclusive employer and a local charity, we aim to reflect the communities we serve in order to drive the right employee, resident and charity outcomes. We encourage applications from candidates from a variety of backgrounds and life experiences.

We ask for a flexible approach to help us provide 24/7 support to our residents, this may include occasional evenings/weekends and covering out of hours on-call.

We can offer you an incredibly fulfilling role, the chance to be part of a fantastic team and make a real difference to the lives of our residents and the communities we serve.