

JOB INFORMATION PACK

BACKGROUND INFORMATION

Castlehill Housing Association is based in Aberdeen and has over 2,000 properties across Aberdeen City, Aberdeenshire and Moray. Our current housing stock includes general needs properties, amenity, sheltered and very sheltered housing.

In addition to our core activities as a registered social landlord, we also provide Housing Support services at our Sheltered Housing Schemes in Aberdeenshire and enhanced housing management services at our Sheltered Housing Schemes in Moray; as well as managing Aberdeen Care & Repair which provides a range of services for older and disabled people throughout the City.

POST INFORMATION

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| Post Title | Housing Support Worker – Key Projects |
| Location | Office based Carden Place |
| Hours of Work | 28 per week - A flexitime system is in place for eligible posts. |
| Contract Type | This post is being offered on a permanent basis |
| Salary | Starting part time salary will be £25,704 per annum. The salary grade for this post is 6, £32,130 FTE. |
| Car Allowance | Essential car users allowance of £883.20 per annum |
| Holiday | 28 days per annum, plus 9 fixed public holidays [pro-rata] |
| Pension | Castlehill offers a defined contribution pension scheme, our standard contribution rates are: Employee: 5% Employer: 10% |
| Probation Period | A six-month probation period applies to all new employees. Slightly different terms and conditions of service apply during this probation period in respect of notice period and sickness absence. |
| Closing Date | 10 August 2022, 4pm. |
| Interview | Interviews will be held in person on 23 August 2022 in our office. |

Please complete an application form and Equal Opportunities form, which are available on the Jobs page of our website. To assist with your application, please read our Castlehill Background Information & Values document which is also available on the Jobs page of our website.

<https://www.castlehillha.co.uk/about-us/jobs-with-us/>

Please note that we are unable to accept CVs only.

Please send complete applications by e-mail to: jobs@castlehillha.co.uk

If you are unable to e-mail your application, or require any further information in relation to the post, please contact jobs@castlehillha.co.uk or 01224 625822.

Further information about Castlehill Housing Association is available on our website: www.castlehillha.co.uk



JOB PROFILE

1. JOB IDENTITY

POST TITLE: Housing Support Worker (Key Project) **DEPARTMENT:** Housing Management
REPORTS TO: Housing Manager **SALARY GRADE:** 6

2. JOB PURPOSE

To provide direct support to a number of Castlehill residents in Aberdeen City and Aberdeenshire, underpinned by a flexible approach to meeting individual needs. Housing Support from the Key Project aims to assist vulnerable people who may otherwise be at risk of homelessness through loss of their tenancy.

3. MAIN DUTIES

Originate Referred Cases

- Communicate and consult with Housing Management colleagues in identifying support needs for individual new and existing tenants, gaining permission for access to confidential files and records and prepare to undertake initial assessment of needs with individuals.
- Take part in Team consultation to decide assignment and allocation of cases.

Carry Out Preliminary Research of Cases

- Establish contact with tenant and carry out:
 - initial background assessment through home visits and office appointments
 - send initial assessment to local authority, complete risk assessment and set up file
- Form good working relationships with tenants identified as having needs for Key Project support and provide leaflets on Key Project Housing Support Service with reference to the Local Authorities and the Care Inspectorate
- Complete Housing Support Plans with tenants and agree plan of action to meet their individual requirements
- Keep a detailed record of housing support in contact notes for each individual tenant.

Provide Housing Support to Tenants

- Use a range of skills and knowledge of links to other services in providing appropriate housing support
- Assist and motivate tenants to care for and look after their homes and to fully realise their rights and responsibilities under the tenancy agreement
- Assist in accessing a wide range of services to contribute to prospects of successful, sustainable tenancies
- Assist with the completion of a range of application and other forms for benefits, pensions and funding from agencies

- Assist tenants with debt management by:
 - communicating with council benefits and social work services
 - researching independently, services or trust funds that may be available in general and for specific cases
 - directing and referring tenant to other alternative agencies for additional help in obtaining benefits or grants from specialist funds
- Make phone calls and carry out letter writing to and on behalf of tenants on a wide range of confidential issues to a variety of agencies.
- Assist tenants in identifying education and training opportunities within the wider community, to meet any employment issues.
- Assist tenants with particular needs relating to health issues in accessing specialist help.
- Accompany tenants to appointments with professional staff in various agencies dealing with medical, financial, housing or social work.
- Carry out joint visits with other agencies e.g. CPN Outreach Team, to tenant and ascertain best way of working jointly to achieve the best outcome to meet the tenant's needs.
- Maintain all required documentation for each case, including Housing Support Plans, record of contact and others necessary for regulatory or funding bodies.
- Maintain all required records and documentation as required by Key Project, Local Authorities, Care Inspectorate and CHA policies and procedures such as:
 - computer records of the Key Project support work - risk assessments of own risk as a lone worker - tenant lists and time spent on each case.

Carry out Team Support Duties

- Participate in Key Project Team Meetings, Housing Management and Staff meetings and training events, as required.
- Contribute to the overall development of the Key Project by:
 - providing helpful feedback and participation in procedures and new initiatives
 - preparing material for the Newsletter
- Take part in partnership working with other support providers and voluntary or statutory agencies, through relevant local forums

4. QUALIFICATIONS & TRAINING

ESSENTIAL: • SVQ Level 2 in Health & Social Care

5. EXPERIENCE

ESSENTIAL: • Previous experience in a similar role

DESIRABLE: Experience of

- working with people affected by social exclusion
- lone working and effectively planning own workload
- working in a social housing environment
- working in partnership with statutory & voluntary agencies

6. KNOWLEDGE & SKILLS

ESSENTIAL:

- Ability to be sensitive and flexible
- Problem solving ability
- Good time management skills
- High level of verbal & written communication
- Good IT skills

DESIRABLE:

- Basic understanding of welfare benefits system
- Understanding of social housing legislation
- Knowledge of national care standards and codes of practice

7. ADDITIONAL REQUIREMENTS

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| SSSC | <ul style="list-style-type: none">• Scottish Social Services Council Membership This post provides a housing support service and falls under one of the SSSC's 'key groups' of workers within care services. The postholder will therefore be required to register with the SSSC as a Housing Support Worker within 6 months of commencing employment. |
| CRIMINAL RECORD CHECKS | <ul style="list-style-type: none">• PVG Scheme Membership This post involves regulated work with protected adults under the Protection of Vulnerable Groups (Scotland) Act 2006. The preferred candidate will be required to join the PVG Scheme or undergo a PVG Scheme update check. A confirmed offer of appointment will be subject to a satisfactory outcome of this pre-employment check. |
| DRIVING | <ul style="list-style-type: none">• Essential Car User It is an essential requirement for this post that the employee holds a current, valid driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, this post is designated as an essential car user and will be entitled to receive a monthly car user's allowance and mileage payments. Should the employee's driving licence be withdrawn for any reason, it may be necessary to terminate the employee's appointment. |