



Role Description

Title: Housing First Key Worker

Reports To: Service Manager

Salary: £26,800 per annum

The Good Shepherd was established in 2003 by the Brothers of Saint John of God to address poverty, homelessness and inequality in Wolverhampton. We provide, food practical support, 1-1 and group support for people who are homeless, have multiple complex needs, vulnerable families and people on low incomes. We support people to obtain accommodation, move towards employment, access training or education and develop skills to build self-reliance.

Values Our core values are hospitality and compassion without discrimination. We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

Role Summary We're recruiting a Key Worker to join our established Housing First service in Wolverhampton. We deliver a high-fidelity model in line with the Housing First principles and you will support a caseload of service users who have a history of limited engagement with services and have multiple and complex needs.

The post holder will work with service users to maintain their tenancies and to help them identify their strengths, goals and aspirations whilst using the harm reduction approach to reduce rough-sleeping, homelessness, poor mental health, substance misuse, criminal and anti-social behaviour.

This post is subject to an enhanced DBS check. The Good Shepherd values lived experience and a copy of our policy on recruiting ex-offenders is available with the application form.

Duties and Responsibilities

- Manage a caseload of Housing First clients delivering regular 1-1 support sessions and interventions.
- Work with service users and develop a comprehensive support plan, which identifies personalised goals that enable the customer to make informed decisions and achieve a greater level of stability and independence.
- Work with the service users, Peer Mentors and wider Housing First team to explore a range of support including meaningful activities.

- Deliver services in line with Housing First principles and Good Shepherd values.
- Support service users to access agencies across the city and build positive working relationships with partner agencies across the city.
- Complete assessments, risk assessments and risk management plans ensuring a high standard of case management.
- Provide customers with practical support to make their homes habitable, e.g. accessing furniture projects, setting up utilities, support the completion of Housing Benefit/Universal Credit/Council Tax forms and any other forms that are required
- Able to collect, collate and interpret information that is required to report on the outcomes achieved through this work.
- Able to identify and provide interventions that seek to respond to the risk of tenancy failure.
- Record and update service user activity in line with GS Confidentiality Policy.
- Attend and contribute to working groups and strategic meetings.
- Maintain a high level of professional boundaries in line with GS Policy.
- Always observe all Health and Safety regulations related to the role and comply with GS Policies and Procedures.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a Manager to undertake work of a similar level that is not specified in this job description.