



## Role Description

**Title:** Key Worker – Housing Advice

**Salary:** £15.31 per hour

**Hours:** 21-25 hrs per week – 18 months fixed term contract.

The Good Shepherd has a long history of supporting the most disadvantaged people in Wolverhampton. Our mission is to end homelessness, support recovery, and create pathways out of poverty.

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, compassion, and respect. 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 team at the Good Shepherd to provide early interventions to prevent homelessness, high quality housing advice and support to find a new home, and group work to build positive peer networks and help people thrive.

The Key Worker will be supported by Peer Navigators from our Lived Experience into Action Project (LEAP) which provides training and a structured volunteer placement for people with lived experience.

The successful candidate will have experience supporting people who are disadvantaged in homelessness services or similar environments. External housing advice training will be provided as part of this role.

**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**

- Complete initial assessments, risk assessments and risk management plans ensuring a high standard of case management.
- Provide housing advice and a range of interventions to people at risk of or experiencing homelessness with the aim of preventing people from losing their homes, supporting people to find new homes, and supporting people to build positive peer networks and engage with their community.
- Work with Peer Navigators from our LEAP team to establish peer support groups for people accessing the Good Shepherd.
- Signpost and make referrals to external agencies and build positive working relationships with partner agencies across the city.
- Support people to make homeless applications and refer to homeless support agencies.
- Identify and provide interventions that seek to respond to the risk of tenancy failure.
- 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.
- Support the team duty rota as required.
- Deliver one to one and group sessions.
- Collect, collate, and interpret information that is required to report on the outcomes achieved through this work.
- Record and update service user activity in line with GS Confidentiality Policy.
- Maintain a high level of professional boundaries in line with GS Policy.
- Observe all Health and Safety regulations related to the role and comply with GS Policies and Procedures.

# Person Specification

## Qualifications

- Qualification or demonstrable relevant experience at QCF/NVQ level 3 in Health and Social Care DESIRABLE

## Experience, Knowledge & Skills

- Experience working with vulnerable adults.
- Experience completing assessments, needs assessments, and risk assessments.
- Experience working with housing and homelessness services.
- Experience using a computerised database/CRM to record and update information.
- Knowledge of homelessness and related issues.
- Experience delivering housing advice and homelessness prevention interventions. DESIRABLE
- Understanding of recovery and strengths-based ways of working. DESIRABLE

## Abilities and attributes

- Ability to manage own time, prioritise activities and maintain accountability for your work.
- Work in a person centred, solution focused way.
- Dynamic and proactive.
- Creative thinker and problem solver.
- Excellent communication skills.
- Maintain confidentiality of all data and information.
- Accurate record keeping.
- Ability to work non-judgementally.
- Cultural awareness.
- Maintain clear professional boundaries.
- Work proactively with internal and external teams.
- Multiagency approach to working with other agencies and services.
- Good IT skills and ability to use MS Office (Word, Excel, Outlook).
- Able to use a computerised database for case file management.