

Role and Profile

Role Title	Housing Support Practitioner
Accountable To	Lead Practitioner



Application Deadline: Monday 7th September, 12 midday.

Salary: Between £22,589 - £25,000 per annum

Contract Term: 3 years

Hours: Full time, 35 hours per week.

Area: Based in the borough of Bexley and surrounding areas.

About Kineara

Kineara is a growing and innovative community interest company working with “vulnerable” households and adults with complex needs across London. We provide holistic support to our clients by delivering intensive one-to-one support to individuals in need of extra help through challenging times. We have several specialist programmes focused on delivering practical, therapeutic and wellbeing support, tackling issues surrounding rent and housing support, educational support and community cohesion. We are a unique organisation that is innovating in how our support for “vulnerable” people is provided, using holistic methods, partnership working and a flexible, non-judgemental approach that puts clients’ needs first.

About the role

We are looking for an experienced and enthusiastic candidate who has proven experience of working with “vulnerable adults”.

You will be supporting individuals with complex needs, including mental and physical illness, substance misuse, unemployment, and social isolation. The purpose of the role is to provide intensive interventions to clients to move out of temporary accommodation into secure housing in Bexley and surrounding boroughs. The aim of the programme is to support individuals with tenancy sustainment, employment and training support, financial management, wellbeing, and community connection. You will be working in partnership with other key stakeholders, including the Local Authority, housing providers and community organisation to support people’s journey onto independence and sustainable housing. The ability to be empathetic and balanced in your approach when working with the complex needs of our clients in line with regulatory compliance is important.

You will be able to demonstrate a strong track record of providing excellent customer service and have the ability to use own initiative and take responsibility for all aspects of the project and work as part of a team.

You will have experience of maintaining and updating accurate records, focused, working in line with policies and procedures, be professional and organised in your working approach.

ACCOUNTABILITIES & RESPONSIBILITIES

- 1.** To work with Lead Practitioners to deliver intensive support to clients with complex needs from temporary accommodation into secure housing, and to improve their overall health and wellbeing into independence.
- 2.** Use a flexible approach to support clients with regards to their specific individual support needs, including homelessness, mental health, physical health, substance abuse, unemployment, etc.
- 3.** Provide individual 1:1 sessions in the communities, our offices and in homes wherever appropriate.
- 4.** Support individuals with practical tasks such as applying for benefits, communicating with their housing officer, health services, social care send any service work with the client
- 5.** Sign-post and connect individuals to statutory, volunteer and local community service that may benefit the clients.
- 6.** Work alongside Housing Officers, Social Workers, and other professionals with the aim to build a working support network for the client
- 7.** Act as a link between clients and housing partners, providing advice and guidance to client as required
- 8.** Monitoring the clients ability to manage and sustain their tenancy, referring any tenancy issues to housing office as required.
- 9.** Reporting any concerns about the site or tenants to housing officer
- 10.** Escalate ASB and tenancy-breach issues to the Housing officer promptly.
- 11.** Use companies intranet, e-mail and other basic correspondence where appropriate and necessary.
- 12.** Effectively record information and monitor outcomes
- 13.** Manage caseload in a systematic way

14. Follow and implement policies and procedures to ensure effective service delivery
15. Advise management promptly of any signs of safeguarding issues.
16. With management consultation make referrals to statutory services if and when appropriate
17. Comply with the Data Protection Act of 1998 and GDPR
18. Complete full reports for any incidents promptly and accurately
19. Adhere to Kineara’s policy and procedure when dealing with clients and organisational complaints
20. Understanding policies and procedures around safeguarding vulnerable people and homelessness.
21. Good understanding of Systemic theory, strength-based theory, task-centred and whole family working approaches
22. An understanding of the principles of assessment and risk, planned support, key working, goal setting, and advocacy with vulnerable people.

Person Specification:

Education & Qualifications	<ul style="list-style-type: none"> • Educated to A level or equivalent • Obtained or working to NVQ Level 4 in Health and Social Care, adult education or equivalent <p>Desirable:</p> <ul style="list-style-type: none"> • CBT, NLP or Family Therapy qualification
Knowledge & Experience	<ul style="list-style-type: none"> • 2 years’ experience of family’s support, working with vulnerable people with complex needs and homelessness. • Direct experience of working in partnership with the housing sector, housing associations and public sector stakeholders

Skills & Abilities

- Information technology, managing caseload and multi-tasking
- Understanding of child protection policies and procedures and the importance of safeguarding children, young people and vulnerable adults
- Problems solving efficiently
- Experience of setting appropriate professional boundaries with clients
- Organising and attending professional meetings
- Experience of engaging people with the local community
- Experience in providing 1:1 support
- Experience of recording progress and monitoring outcomes.
- Able to work flexibly to meet demands of the service
- To work flexibly in responding to the need of clients as they emerge
- Confident in communicating effectively and concisely and with a range of different individuals and groups
- Highly engaging and able to motivate resistant and hard to reach individuals
- Confident and able to work alone and prepared to work with people in their own homes
- Committed to improving the outcomes for vulnerable people.
- Committed to anti-oppressive and anti-discriminatory practice

Desirable:

- Demonstrable experience of sharing information to improve outcomes
- Good Microsoft office skills.
- Good communication skills.
- A disciplined, well-organised yet flexible approach to a demanding and varied workload
- Total integrity plus highly developed customer care and interpersonal skills.
- Ability to learn and adapt to new process.
- A demonstrable understanding and commitment to the values and organisational objectives of Kineara CIC and commitment to equal opportunities and diversity
- Excellent time management skills, able to work under pressure
- Ability to undertake home visits
- Meet project outcomes
- A positive 'can do' attitude and self-motivating
- Effective verbal and written communication skills
- Ability to travel

OTHER REQUIREMENTS

Essential Car User	<ul style="list-style-type: none"> This role may require the post holder to hold a full UK driving licence and have access to a vehicle
DBS	<ul style="list-style-type: none"> This role requires the post holder to have close contact with children/vulnerable Adults <p>Terms of reference</p> <ul style="list-style-type: none"> Children – anyone under the age of 18 Vulnerable adults – people with mental health needs, a disability of any sort, behavioural problems, older people and victims of abuse. Close contact – unsupervised access to the client or access to sensitive records regarding the individual clients.
Business Continuity	<ul style="list-style-type: none"> This role has not been identified as an Essential Business Continuity Role
Evenings and Weekends	<ul style="list-style-type: none"> This role rarely requires the post holder to work occasional evenings and weekends.

	Kineara CIC VALUES – SHARED BY EVERYONE
Meaningful	Our work is holistic, purpose-led and driven by proven theories of practice. We believe in our ability to impact people’s lives and deliver our work with integrity and at a high quality standard.
Collaboration	We believe in connecting communities to improve wellbeing, and emphasise partnership working and team work to deliver lasting change.
Pioneering	We strive to be thought leaders in our field, and to develop new innovative ideas to the social justice challenges the people we serve face.

HOW TO APPLY: Please send a **CV** and a **cover letter** of no more than **2 pages** explain how you meet the criteria for the role. Please also include:

- Why do you wish to apply for this role
- What you would like to gain from this role
- Your relevant experience, knowledge and skills
- What other qualities you have that you could bring to the role
- Whether you have an up-to-date DBS.
- When you are available to begin work

You can [apply online via CharityJob](#) with your **CV and cover letter**. Alternatively, send your **CV and letter directly to:** msirinathsingh@kineara.co.uk

We look forward to receiving your application!