



**South Yorkshire
Housing Association**
Delivering quality local living

JOB DESCRIPTION

JOB TITLE	Key Worker
Salary grade	3C/D/E £18,265 – £21,893
Department	LiveWell
Hours	37 hours/week
Responsible to	Project Lead
Cover by	Key Workers
Cover for	Key Workers Relief Staff

1. MAIN AIM

Provide a support, care and housing management service with the aim of preventing issues such as:

- homelessness
- social exclusion
- crisis admission to hospital or residential care

By providing a service which is

- responsive to customer choice and need
- enables customers to live as independently as possible
- maximises the control they have over their lives through taking charge of decisions that affect them

The nature of the supported housing and care business is variable dependent on customers need and service requirements. The nature of this post is also therefore variable. The broad details of what is expected of a Key Worker are highlighted below but the duties will vary in response to customer and service need.

2. SUPPORT DUTIES

1. Provide a contact point and information for customers. Assess and process referrals and admissions (with a commitment to the values of Fair Access diversity and inclusion).
2. Provide a lead support function including needs and risk assessments, record keeping and support planning with customers to ensure they receive the appropriate level of support from SYHA or external agencies.
3. Meet defined key performance indicators/ targets and outcomes for customers. Respond to complaints, incidents of ASB, and follow agreed recording practices and policies.
4. Be responsible for planning, co-ordination and delivery of group work/ workshops and other models of group and individual support as required by the service and the customers.
5. To help customers prepare for move in or move out of their accommodation. Ensure properties are available for letting and are well maintained. Prepare sign-up pack/customer handbooks for new customers (tenants).
6. Provide practical advice and personalised support to enable customers to move in and maintain their home including domestic skills, rent and bill payments, decoration and furnishing and connection of utilities.
7. Assist customers to participate in employment, education, social and leisure activities and actively seek opportunities for them to be fully integrated members of their communities
8. Maintain good working relations with other agencies, friends/ family and advocates of our customers - involving them in assessments, reviews and support planning as appropriate. Support customers to access specialist services such as substance misuse agencies, aftercare and resettlement.
9. Enable customers to manage their finances effectively so that they can sustain their tenancies and empower them to ensure that they receive the benefits to which they are entitled. Submit any Housing Benefit claims with the customer. Monitor and manage rent accounts.
10. Report any concerns or queries to the post holder's line manager.

3. OTHER DUTIES

1. Work within the policies of SYHA and comply with the core requirements of the Supporting People Programme and participate in the development of policies and procedures.
2. Maintain a good working knowledge of health and safety procedures.
3. Promote customer involvement in the management of the service.
4. To undertake cleaning duties to ensure that services are maintained in a safe and welcoming manner and involve customers in this, where appropriate.
5. Participate in regular supervision sessions and appraisals with their line manager. Attend training and development activities as identified and participate in team meetings as required.
6. Maintain administration systems, including for those medication, relevant to the project. Maintain the office space used by the project in a clean and tidy condition.
7. Promote SYHA's Values and Diversity policy and practices in all aspects of service delivery and contribute to the development of customer involvement strategies.
8. Maintain a good working knowledge of new work procedures, Health and Safety procedures and fire precautions, and operate the correct procedures and participate in policy development and Quality Improvement Project initiatives where appropriate.
9. Work flexibly to meet the needs of customers including shifts on the rota, evening, weekend and bank holiday cover and provide emergency cover as required.
10. To undertake any other duties appropriate to the grade and purpose of the job as may be agreed by the post holder, management and trade union.



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CONDITIONS OF SERVICE

JOB TITLE	Key Worker
Salary grade	3C/D/E £18,265 – £21,893
Hours	37 hours/week
Leave	27 days annual leave, plus 8 statutory Bank Holidays and 4 SYHA days at Christmas, Easter, Spring and August Bank Holiday (all pro rata). The leave year runs from 1 April to 31 March.
Pension	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS from time to time in force. For more details please contact the HR Department
Unions	SYHA recognises Unite and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
Car Allowance	This post does not attract Essential Car User
Car Parking	The post holder will not be issued with a permit for the Wellington Street Car Park.
Job Share	The post is open to job share.
Location	Any site where supported housing is provided
No smoking	SYHA operates a no smoking policy within all our offices.



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PERSON SPECIFICATION

JOB TITLE **Key Worker**

Criteria	Essential
Impact on Others	<ol style="list-style-type: none">1. Ability to communicate well with a wide range of people, verbally and in writing.2. Ability to work as a part of a team and under own initiative.3. Demonstrate a positive, sensitive and constructive approach to working with customers, colleagues and professionals.
Motivation	<ol style="list-style-type: none">4. Commitment to the Associations goals and values at all times.5. Demonstrate an ability to engage customers and assist with their personal motivation.
Values	<ol style="list-style-type: none">6. Commitment to diversity, customer excellence and equal opportunities in service delivery.7. Commitment to take full account of the views, targets and aspirations of those we support in service delivery.
Professional Know How & Qualifications	<ol style="list-style-type: none">8. Ability to create, develop and effectively review written needs and risk assessments and support plans.9. Ability to effectively disseminate information from the support plans to customers.10. Understanding of the issues faced by the customer group the project supports and experiences of working with the customer group.

Problem Solving	11. Ability to manage difficult or urgent situations relating to service provisions.
Work Related Circumstances	12. Ability to use a range of IT programmes including Microsoft Word and Outlook. 13. Hold a valid full driving licence and have a vehicle available for work if required for the post.