



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

A Day In The Life Of A 911 Key Worker.....

At 911, there is no 'typical' day. Every new day presents new challenges and achievements. 911 is a place where we don't judge who walks through the door, and take everyone at face value.

Perks of working for the project include a perfect balance of work-home life, working on average 3 days a week, and having 8 days off every 7 weeks. The rolling rota makes it really easy to plan ahead. The project has a small staff team with 7 daytime key workers and 5 night key workers, meaning that all colleagues have a positive and encouraging relationship.

Being a keyworker at 911 means being responsible for a small case-load of customers. We have 36 customers at the project at maximum capacity, and you will be responsible for 4-6 of these. What we do depends on the individual. It may include working alongside services such as probation, substance misuse intervention services, IDVAS, the police, homeless charities (framework and archer project), Sheffield city council, DWP, housing solutions, social workers, and mental health professionals to name a few. We assist our customer to attend important appointments, making sure they are on time or updating services if they will not be attending. Our ultimate aim is to support customers to recover and become independent.

On a day-to-day basis, we work as a team to keep the office and properties running, we carry out welfare checks twice daily to ensure the properties are maintained and the customers are okay. Sometimes there are visitors in the properties who shouldn't be and it can be challenging when we ask them to leave. We are never left alone to deal with this as there are always two workers on welfare visits. We keep an office diary to track appointments throughout the day and put in any important information. Communication is key in a project where there is never a dull moment.

Customers may be under the influence of drugs or alcohol and occasionally someone may overdose and we will be involved in getting urgent medical attention.

We work with our customers around keeping themselves and others safe. This includes keeping their spaces clean and discarding needles appropriately.

Our clients may have experienced trauma and can become agitated, aggressive and verbally insulting. We work as a team to support each other and focus on the wellbeing of the whole 911 community. We also have many occasions where we have a good laugh with our customers.

Working at 911 is the most rewarding feeling, seeing a person walk through the door who is vulnerable, cold, and hungry and seeing them develop their strengths is something that makes you want to get out of bed and go to work for.