

JOB PACK

HOUSING FIRST WORKER

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave and training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home, and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

With more than 160 colleagues from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 6,000 people annually through the contracts we manage.

Role Summary

Reporting to the Housing First Team Leader, you will be responsible for co-ordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusions in line with Housing First Principles.

You will provide a strength-based support service in line with Housing First principles to help our customers create long term sustainable tenancies by increasing independence and becoming part of their local community.

You will be able to demonstrate empathy, caring, acceptance and encourage responsible risk taking; be supportive and constructive to help customers have a positive expectation for the future.

Responsible To - Housing First Team Leader

MAIN TASKS OR ACTIVITIES

1. Deliver wrap-around intensive support to people with multiple and complex issues within their own independent tenancies in the community.
2. Maintain accurate up to date records on the chosen case management system of progress against individual support plans, safety plans and outcomes information.
3. Liaise with other agencies to access support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
4. Regularly review the support plan to update, record and monitor progress of caseload.
5. Build and maintain networks with other agencies to ensure the Housing First pilot is widely known and promoted.
6. Liaise with landlords to assist the person living in accommodation of their choice; including practical help with furniture, benefits advice and accompanied visits.
7. Promote, and encourage peer involvement within the service.
8. Complete dynamic risk assessments and maintain own safety by following lone working procedures.
9. Be part of a rota providing out of hours access to telephone support to people using the service

10. Work flexibly to make sure the service is available in the morning/ evenings, at weekends and on Bank Holidays when required.
11. Adhere to good practice Safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.
12. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
14. Carry out any other duties as required as required by the People Team, Group Directors or Operation Directors, Deputy Chief Executive and Chief Executive commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- An understanding of the Housing First model and belief in the values and principles.
- Experience of data collection, administration and recording procedures, with the ability to maintain accurate case notes and organise own case load to support the national evaluation.
- Ability to quickly build rapport; being persistent, determined and resilient.
- Ability and commitment to working with vulnerable customer groups and people with complex needs - at a pace and way in which they choose to work.
- Ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

Regulated by the Regulator of Social Housing Registration No. LH 4345
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



Jigsaw

Creating homes. Building lives.

