

Job Pack

ACCOMMODATION KEYWORKER

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) plus 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, training/development opportunities and much more. Please visit the benefits page on our website for more information.

References:	Please note that any offer made by the Group and subsequent employment is subject 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.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 colleagues from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

The Supported Temporary Accommodation service provides temporary accommodation to homeless people in Tameside. The service's main aim is to resettle people into the community and assist in overcoming their barriers to rehousing.

Role Summary

We are looking for enthusiastic people to join our contracted Temporary homeless accommodation service. The service has three sites across Tameside and a large number of dispersed properties. The service is open 365 days of the year.

The service has a main hub this is staffed 24 hours a day, 7 days a week delivering a service covering all aspects of homelessness support; including telephone support to our customers and providing the telephone out of hours service for the local authority.

We are looking to recruit an Accommodation Keyworker to work 35 hours per week on a 7-day rota inclusive of weekends and bank holidays located across our sites in Tameside.

As one of our dedicated and skilled Accommodation Keyworkers you will have experience of working with vulnerable clients delivering face to face support.

You will be an effective communicator with strong interpersonal skills have the ability to build a rapport with customers from diverse backgrounds; the ability to motivate and create a positive environment.

You will have the ability to respond calmly and effectively in crisis situations.

Working as part of motivated team, you will be providing support and advice to maintain the welfare, health and safety of all our customers with a focus supporting clients to move on to secure accommodation

If you are looking for a rewarding role that enables you to make a difference to people's lives, then this is the role for you.

Responsible To - Team Manager Supported Temporary Accommodation

MAIN TASKS OR ACTIVITIES

1. Work within a team providing temporary supported housing advice across a range of sites providing information and resettlement services to homeless vulnerable customers with complex needs.
2. Provide a key-worker service to customers involving a case management approach to achieving positive outcomes. Undertake Risk and Outcome assessments and develop individualised support plans.
3. Identify address and Report safeguarding concerns appropriately.
4. Collaborate with other service providers and community agencies to coordinate tailored support for individuals and families.
5. Maintain accurate records of safeguarding concerns, customer communication, transactions, licence agreements and property maintenance.
6. Provide a housing management functions including the starting and ending of licence agreements. Conduct regular property inspections to ensure compliance with health and safety, maintenance and the resolution of issues. Coordinate repairs, assist with void checks, rental income and ensuring housing benefit claims are made in a timely manner.
7. Deliver the out of hours homeless advice service and complete assessments and arrange relevant placements.
8. Comply with the groups Health & Safety policies and procedures in relation to colleagues and customers.
9. Follow all Group policies and procedures in accordance with the role. Complete mandatory training as requested to ensure compliance with Group policies and procedures.
10. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:

- Experience of working with a vulnerable client group with complex needs, e.g. Mental Health, drug and alcohol abuse, care leavers, domestic abuse etc.
- Experience of managing a case load and delivering 1 to 1 support to remove barriers and support with presenting issues.
- Have excellent literature, numerical and IT skills and experience case management systems.
- Ability to build and maintain effective working relationships with external agencies, internal departments, and customers.
- Ability to use a wide range of communication and interpersonal skills to support customers with a respectful forward thinking and positive attitude.
- Ability to manage challenging and diverse behaviour.
- Ability to work flexibly within the 7 day rota, including weekends and bank holidays.

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.



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