

Job Description

Job Title	Housing & Benefits Support Worker
Responsible to	TBC
Responsible for	N/A
Based	Cambridge
<p>Summary and purpose of role:</p> <p>The purpose of this post is to support the social needs and health and wellbeing of people living with HIV in Cambridgeshire. The post holder will do this through supporting individuals to find and maintain accommodation, manage their financial situation through budgeting and debt management, including support with benefit entitlement checks, finding employment and/or training, providing emotional support and where necessary supporting individuals at appointments with other agencies if related to their HIV. The post holder will be expected to form positive, trusting, professional relationships with people living with HIV and will ensure that confidentiality is maintained at all times. The post holder will maintain a person-centred approach with all service users and ensure that the empowerment model is adhered to at all times. He/she will ensure that effective professional boundaries are maintained with service users; colleagues, external partners and agencies at all times.</p>	

Key Duties & Responsibilities

1. To hold and manage your own caseload
2. To be the first point of contact for service users and referrers
3. To provide support with housing, welfare benefits, debt management, employment and training needs
4. To ensure that service user files are set up, managed and maintained in line with procedure.
5. To ensure that only factual, appropriate and relevant information relating to the service user's support is recorded on file. Personal views must never be included.
6. To provide basic emotional support to service users when relevant.
7. To ensure that where appropriate service users are signposted/referred to other services
8. To ensure that a risk assessment is carried out prior to any initial home visit in line with Diverse policy
9. To understand the organizational safeguarding policy and procedures and to ensure any identified issues are escalated in line with the policy and procedures.
10. To help facilitate HIV support group sessions when required
11. To help promote the HIV Support Service across the county and assist with mail outs
12. To be responsible for meeting targets and objectives as agreed
13. To compile monitoring and performance reports as requested by your line manager
14. To liaise with the HIV Support Worker in Peterborough to ensure consistent good practice across the Diverse HIV Support Service

All DHIVERSE employees are required to:

- Keep their online calendar up to date at all times, so it clearly shows who, where and when for each day. All external meetings/visits must show full name, address and postcode of the person you are visiting. Both 'Working at home' times and 'Office' times must be clearly displayed in the calendar with start and finish times clear
- Meet agreed deadlines
- Submit reports and data as requested by line manager or CEO
- Promote and adhere to Dhiverse's Equal Opportunities Policy, Confidentiality Policy; Adult Safeguarding; Lone Working; Service User's Statement of Rights & Responsibilities and all other policies and procedures.
- Take all possible steps to ensure the safety and confidentiality of Dhiverse service users, staff, volunteers, visitors and other stakeholders
- Take responsibility for the security of buildings and their contents
- Attend meetings, conferences and undertake training and personal development as appropriate
- Participate in 1-1 meetings with their manager
- Participate in Dhiverse events and campaigns
- Take responsibility for all personal administration and be self-managing at all times
- To ensure that all correspondence/information sent out is in the preferred format of the recipient; clear; accurate; consistent; well-presented and in line with the image of Dhiverse.
- Ensure that they communicate the aims of Dhiverse and their area of work and other Dhiverse services accurately and consistently
- Work to the values and approach of Dhiverse at all times
- Maintain professional boundaries at all times
- Work as part of a team

Dhiverse is a small team and all staff are committed to the organization as a whole, willing to help and support colleagues where necessary and contribute ideas that will take the charity forward.

**Person Specification
Housing & Benefits Support Worker**

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>At least 2 years' experience of providing a range of housing, benefits, debt management and employment support to adults with a range of needs.</p> <p>The ability to provide low level emotional support when necessary.</p> <p>Experience of working in the voluntary or statutory sector, specifically with experience of providing one to one support.</p>	<p>Experience supporting someone with HIV</p> <p>Experience of making presentations</p> <p>Experience of facilitating groups</p>
QUALIFICATIONS	<p>Educated to at least GCSE level or equivalent</p>	<p>A professional qualification in health promotion, public health, social work, community work or education</p>
KNOWLEDGE & SKILLS	<p>A strong demonstrable knowledge and understanding of welfare benefits, housing benefit, debt management and employment & training support.</p> <p>The skills to work with individuals to help them maximize their income and minimize their outgoings. This should include experience of contacting creditors to negotiate lower repayments</p> <p>A knowledge and understanding of the importance of maintaining professional boundaries, maintaining confidentiality and information governance</p> <p>Ability to organize, manage, plan effectively and work under pressure</p> <p>A knowledge and understanding of the adult safeguarding process</p> <p>Good written and verbal communication skills including report writing</p>	<p>Project development skills</p>

	<p>Excellent service users file management skills and the ability to manage and record client information accurately and timely.</p> <p>A knowledge and understanding of issues, needs and barriers faced by people living with HIV</p> <p>Excellent interpersonal, organizational, presentation, time management and negotiation skills</p> <p>The ability to work well under pressure</p> <p>Demonstrable knowledge of service user involvement</p> <p>Proficient in the use of Microsoft Office and the Internet</p>	
DISPOSITION	<p>Friendly and approachable</p> <p>Good communicator</p> <p>Non-judgmental approach</p> <p>Ability to be flexible and adaptable within both the role and the organization when necessary</p> <p>Ability to work as part of a team and on own initiative</p>	
OTHER	<p>The ability to travel around the county on a regular basis</p> <p>The ability to work occasional unsocial hours i.e. early mornings, evenings and weekends</p> <p>The post holder will need a satisfactory DBS check</p> <p>The post holder will have a full driving license and access to own transport OR must be able to demonstrate that they would be able to travel around the county, always be punctual and able to reach early, late, weekend appointments easily.</p>	