

Application Guide

N.B. A Job Description and Person Specification can be accessed via the same webpage as this guide, alongside a copy of our Diversity and Monitoring form.

Application

Your application should consist of:

- 1) a copy of your **Curriculum Vitae**. This should include the reasons for each change of employer and provide two referees (i.e. your most recent/current employer and a previous employer).

N.B. References will not be taken up, or any current employer contacted, until such time as a job offer has been made and accepted.

- 2) a detailed **supporting statement** that demonstrates how your experience and training matches with the person specification and enables you to satisfy the job description.

We would invite you also to submit:

- 3) your completed **Diversity and Monitoring** form N.B. This will be separated (unread) from your application upon receipt and used by way of monitoring at the very end of the recruitment process.

N.B. If you do not wish to complete a Diversity and Monitoring form, your application will not be affected in any way.

Applications should be submitted via e-mail to:

jobapplications@wythamhall.co.uk

or by post to:

Wytham Hall Jobs
117 Sutherland Avenue
London
W9 2QJ

Disability

Please notify us if there are any 'reasonable adjustments' that we can make to assist you in your application and/or with our recruitment process.

Interview

If invited for interview:

- The interview itself will involve a panel of two.
- This will involve a number of pre-planned set questions followed by a more reactive discussion based upon your answers.
- Be aware that the interview process will involve a brief computer test to assess your suitability for the role.
- Finally, you will be invited to ask questions of your own.
- You will need to provide evidence of your ability to work in the U.K.

N.B. We will not acknowledge receipt of applications unless you specifically request that we do so.

If you have any questions or are uncertain of anything stated here, then do not hesitate to contact us to discuss your query via e-mail:

andrew.keck@wythamhall.co.uk

and/or

stephen.tufnell@wythamhall.co.uk

JOB DESCRIPTION

Job Title: Supported Housing Worker

Hours: 30 hours: Monday to Friday (9:00am to 5:30pm). Specifics to be negotiated. N.B. To include a 7pm finish on Tuesday.

Annual Leave: 20 days.

Salary: £22,442.00 gross per year (£27,050.40 *pro rata*).

N.B. You must have a right to work in the U.K. and must be able to provide evidence of this.

Main Purpose of the role

- To be part of a small experienced team providing support and housing for up to 25 homeless clients in Maida Vale (Westminster).
- To be involved in the running and management of four supported housing properties (Supporting People Contract) under the direction of the joint Managers. To ensure that the service provided is responsive to the needs of the residents.
- To provide keywork support for residents. This will include the completion of Support plans, Needs assessments & Risk Assessments.
- To maintain appropriate administrative and monitoring systems for the supported housing to meet 'Supporting People' standards.
- To take a supporting role in assessing referrals and any consequent assessments of prospective residents.
- To manage the admission and discharge procedures for your residents and other residents when circumstances dictate.
- To attend training as required by the homeless sector and by statutory requirements
- To liaise effectively with external agencies as part of residents' support plans.
- To ensure Health and Safety standards are kept in all the buildings.
- To assist with responsibility for arranging and overseeing the maintenance of the fixtures and fittings of Wytham Hall properties, including cyclical inspections, repairs and decoration.
- To attend weekly team meetings and other meetings as required.
- To provide cover for other members of staff and liaise effectively with colleagues ensuring the accurate sharing of information.
- To work flexibly as the role and circumstances require.

- To demonstrate effective timekeeping skills generally and to arrive at work punctually and ready to begin work.
- To take a supporting role in Wytham Hall's AQA programme under the supervision of one of the joint Managers.
- To take a share of responsibilities for collecting the weekly service charge and managing own simple petty cash.
- To attend and contribute to quarterly review meetings with 'Supporting People' as part of the whole team.
- To be familiar with basic I.T. and Word Processing.
- To be comfortable with occasional lone working and occasional duties outside of normal hours.
- To liaise with healthcare professionals as required by your clients' needs.
- To make referrals for such as training & re-housing.
- To chair and minute monthly house/flat meetings.
- To take on the shared role (with training) of fire marshal.
- Other duties as might from time to time be agreed with the joint-Managers.
- To act always in the best interests of Wytham Hall.

Person Specification: Supported Housing Worker

Essential

- Knowledge, Education, Qualifications and Attainments –
 - A good standard of general education (numerate and literate).
 - A willingness to train to increase knowledge base.
- Experience –
 - Familiar with standard office IT and to be confident in the use of Microsoft Word and E-mail.
 - Familiar with an administrative environment.
 - Writing letters and other supporting documentation.
 - Working in a team.
 - Delivering excellent customer care.
 - Working within a policy and procedure framework.
- Skills and Competencies –
 - To be comfortable with lone working.
 - To possess excellent interpersonal skills and the ability to communicate and liaise effectively with a wide range of stakeholders.
 - To be able to communicate effectively, both verbally and in writing.
 - To be self-motivated and able to take responsibility and to use initiative.
 - To possess excellent organisational and time management skills.
 - To be able to manage a complex client workload.
 - To carry out basic building maintenance.
 - To be flexible as the work and role desire to deliver a client-focussed approach.
 - To have a patient and understanding nature and to treat others with respect and in a non-judgemental manner.
 - To be a team player.
 - To fully respect client confidentiality and act in an ethical manner at all times.
 - To work with an attention to detail and maintain accurate records.
 - To keep calm under pressure and be able to prioritise workload.
 - To be able to work in a supportive and facilitative capacity with people from all backgrounds who often have chaotic backgrounds.
 - To be trustworthy and dependable.
 - To be able to develop a rapport with a variety of, often complex, clients in conjunction with constructive and empathic working relationships, whilst demonstrating an awareness of cultural and religious needs.
 - A desire to learn within the role and be committed to personal development.

- Physical abilities and circumstances
 - Able to attend some meetings out of office hours.

Desirable

- Qualifications/Attainments –
 - Microsoft Word and Excel NVQ level 2.
- Experience –
 - Working with people who have:
Enduring mental health problems.
A history of homelessness.
A learning disability.
Complex issues.
 - Working in a supported housing or hostel setting.
 - Handling money.
 - Effective key working.
 - Undertaking client risk and need assessments.
 - Effective inter-agency working.
- Skills and Competencies –
 - Creative and problem solving approach to work.
 - Able to employ a range of approaches to engage people.
- Knowledge –
 - An understanding of the benefits system.
 - Knowledge of databases.
 - A working knowledge of Health and Safety and safeguarding, and a commitment to personal accountability.

Diversity and Monitoring Form

As part of Wytham Hall's ongoing commitment to equality and diversity, staff are recruited on the basis of their ability and their suitability for the post for which they are applying. We endeavour to provide a working environment in which everyone feels valued, respected and able to contribute and we are committed to ensuring that no job applicant, or employee, receives less favourable treatment than any other.

By completing and returning the monitoring form, you consent to Wytham Hall processing this information for general monitoring purposes in line with our 'diversity' and 'equal opportunities' policies.

Your information will be treated in strict confidence and will not be used as part of the selection process.

Age

- 18–24 25–34 35–44 45–54
 55–64 65–74 75+ I prefer not to say

Gender

- Male Female I prefer not to say

I would describe my ethnic origin as

Asian or Asian British

- Chinese
 Indian
 Pakistani
 Other Asian heritage

Black or Black British

- African

Caribbean

- Other black heritage

Mixed

- White and Asian
 White and Black African
 White and Black Caribbean
 Other mixed heritage

White

- British
 Irish
 Other white heritage

Other ethnic group

- Any other ethnic group
 I prefer not to say

Please select the option which best describes your **sexuality**:

- Lesbian Gay Bisexual Heterosexual I prefer not to say

Please indicate your **religion** or belief system:

- Atheism Buddhism Christianity Islam Agnostic
 Judaism Sikhism Hinduism I prefer not to say

Do you consider yourself to have a **disability**?

- Yes No I prefer not to say

Please let us know where you saw this vacancy advertised:

Return this form with your application. If you do not wish to answer all or any of these questions, your application will not be affected in any way. *Thank you for helping in completing this form.*