



Job description	
Job title	Intensive Support Worker - Homelessness
Grade	F
Directorate	Regeneration and Economic Development
Section/team	Housing Solutions
Accountable to	Housing Solutions Manager
Responsible for	Providing Support to vulnerable people that have experienced homelessness.
Date reviewed	June 2024

Purpose of the Job

To assist customers of the Housing Solutions Service who need additional support to either remain in their existing home or need support to find a new home or need support in their new home. You will work as part of the Housing Solutions Service to support customers. You will manage a variable case load of customers with both low and complex needs. Cases will be allocated to you by the Housing Solutions Service Manager.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To support the Housing Solutions Service to prevent homelessness for customers that require additional support to engage with the process.
2. To undertake individual client risk assessments using the Mainstay IT system.
3. Support customers to engage, accompany them to appointments, advocate for them if required and remind them of appointments.
4. Support customers in resettlement e.g to register with utilities, GPs etc.
5. To engage with customers and build trusted therapeutic relationships, working in a psychologically informed manner to support customers to resolve their housing problems.
6. To hold a dedicated workload, you will be skilled in engagement, motivational interviewing and problem solving approaches.



7. To maintain accurate records, regular support plan reviews, monitor and record progress using the Mainstay It system
8. To be flexible and responsive to the support needs of customers.
9. To enable customers to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.
10. To advise and support customers in all aspects of managing their home to maintain safety, hygiene and financial obligations.
11. To motivate customers to identify and work towards individual goals, to help them develop and maintain behaviours and continue to engage with support which will reduce the likelihood of them experiencing homelessness in future.
12. To support customers in budgeting, maximising income and managing their finances.
13. To support customers to engage with Knowsley Works and DWP.
14. To encourage customers to take responsibility for their own lives and access support from services such as substance misuse, mental health and universal health care.
15. To proactively work with relevant partner agencies to mutually support the client.
16. To undertake any other duties which may reasonably allocated to post holder commensurate with the grading and responsibilities of the post.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities
- To use equipment as instructed and trained.
- To inform the Manager of the Housing Solutions Service of any breach of Health and Safety Issues or indeed of any situations or events which it is considered could place individuals in danger.
- To ensure that as an individual the post holder is aware of the issues of lone working, and acts in accordance with any training, briefing or advice given.



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.