



Safer spaces for lesbians, gay men,  
bisexual and trans people.

### **LGBT SUPPORTED HOUSING PROJECT WORKER**

(28 hour per – 4 days) (ref PW/01/19)

Salary £22,677-£25,184 (including ILW) (20 – 24)

Stonewall Housing is the specialist housing advice and support provider for those who are lesbian, gay, bisexual, trans and other sexual and gender identity minorities (LGBT+).

We provide housing support for LGBT+ people in their own homes and supported housing for young LGBT+ people, as well as free, confidential housing advice for LGBT+ people of all ages. We also research and lobby for LGBT+ housing rights, so that all LGBT+ people can feel safe and secure in their homes. We have been supporting our communities for 35 years. Our Housing Team provides supported housing for LGBT+ people and our Advice Team provides free confidential housing advice and advocacy to LGBT+ people. We also research and influence at a strategic level on the housing issues affecting our communities. At the heart of our work is the aim to help people find a home they feel safe and secure in.

We are currently looking for a project worker to provide support to LGBT+ people as part of our East London housing project team. Ideally you will have experience within a supported housing setting, providing structured support for a vulnerable client group. An understanding of the issues affecting LGBT+ people is essential. The post will run for 6 months with a possibility of a further extension.

### **Recruitment**

Please send an expression of interest letter (no more than 2 pages) and CV along with our diversity monitoring form. In your letter please address how you meet the person specification, as well as why you want to become part of Stonewall Housing team.

**Closing date:** 10pm Friday 1st February 2019

**Interviews:** Wednesday 6th February 2019

- For a full information and application pack contact:
- Michael Nastari on: 0207 359 6242 or email: [info@stonewallhousing.org](mailto:info@stonewallhousing.org)
- If you would like an informal discussion about any of these posts please call 020 7359 6242 quoting the appropriate reference code.
- Stonewall Housing provides 30 days annual leave, flexible working hours and operates a work-life balance policy for staff, and an employee assistance programme.
- Stonewall Housing is committed to Equal Opportunities in all areas of our work and encourage applications from underrepresented communities including BAME and Trans applicants.



## **JOB DESCRIPTION: LGBT Supported Housing Project**

**RESPONSIBLE TO:** Housing Services Manager

### **KEY RESPONSIBILITIES:**

- To provide a high quality, flexible and responsive housing related support service to our service user, supporting them on their journey towards independence, where possible.
- To ensure that effective service user participation mechanisms are in place and are engaging.
- To always ensure a high level of customer care and practice.
- To develop links with relevant external agencies.

### **MAIN DUTIES OF THE POST**

#### **1 KEY WORKING**

- 1.1 To act as key worker to a number of service users accessing our supported accommodation service that may include difficult situations and managing challenging behaviour.
- 1.2 To meet with service users regularly to provide structured support.
- 1.3 To work with service users to develop and review individual support plans and risk assessments, led by the user.
- 1.4 To liaise with other service providers ensuring service users receive the necessary support to sustain their accommodation, acquire relevant independent living skills, maintain or improve positive physical and mental health and access into meaningful occupation
- 1.5 Supporting service users to participate in group and peer support and to access online support mechanisms

#### **2 WELFARE BENEFITS ADVICE**

- 2.1 To assist service users in maximising and managing their income including universal credit, ESA, PIP and Housing Benefit.

#### **3 SEMI-INDEPENDENT LIVING SUPPORT**

- 3.1 To work with service users to enable them to develop the life and social skills necessary to sustain their accommodation and prepare them for independent living.
- 3.2 To assess individual client's suitability for independent accommodation.
- 3.3 To act quickly to manage incidents and to advise, support and assist service users unable to maintain supported accommodation into more appropriate housing options.

## **4 LIASION WITH LANDLORDS**

- 4.1 To support service users to report repairs and liaise with landlords of schemes to manage voids in a timely manner
- 4.2 To carry out and record a range of Health and Safety tasks within the supported living schemes

## **5 RESETTLEMENT**

- 5.1 To support service users in the completion of application forms and any other necessary applications to support move-on housing, navigate their way through pathways and explore the private rented sector.
- 5.2 To ensure that all service users are provided with information about local services moving into supported accommodation service, and during move on.
- 5.3 To ensure that all service users are fully aware of their rights and responsibilities in their home.
- 5.4 To work with housing providers, both public and private, to negotiate move on options, including securing rent deposits via schemes.

## **6 TENANT CONSULTATION AND PARTICIPATION**

- 6.1 To work as part of a team in developing user participation.
- 6.2 To identify and develop appropriate and flexible processes for consulting with service users, via social media platforms, newsletters, events and workshops.
- 6.3 To devise innovative and creative ways of involving service users in the running of the schemes with an independent approach

## **7 OTHER DUTIES**

- 7.1 To establish and maintain accurate and complete records in all areas of work
- 7.2 To complete statistics for the collation of performance and funding information
- 7.3 To maintain up to date knowledge of legislation and regulations in relation to supported housing and other key areas.
- 7.4 To participate in individual and clinical supervision meetings, annual appraisals and training
- 7.5 To act in accordance with the organisation's Diversity Policy, Health and Safety Policy, Code of Conduct and all other corporate policies and procedures
- 7.6 To act in the best interests of Stonewall Housing and its service users at all times
- 7.7 To work evenings and weekends as necessary
- 7.8 To promote Stonewall Housing at external meetings and community events
- 7.9 To carry out any other duties commensurate with the aims and objectives of the post that may be required.



## **PERSON SPECIFICATION:**

### **LGBT Supported Housing Project Worker**

#### **ESSENTIAL EXPERIENCE**

1. Lived experience, or of working with homeless or vulnerable young people, in a voluntary or paid employment setting.
2. Experience of working in a supported accommodation setting with an ongoing caseload with strict deadlines
3. Experience of working with and delivering services to a diverse client group with a wide range of support needs.
4. Experience of supporting people who have faced lesbian, gay, bisexual, trans and other sexual and/or gender identity minorities (LGBT+) discrimination or hate crime.
5. Experience of lone working and working as part of close team

#### **ESSENTIAL KNOWLEDGE**

1. Knowledge and understanding of the causes and effects of homelessness, particularly in relation to people who identify as LGBT+.
2. Knowledge of the current benefits available to single people under the age of 35
3. Understanding of the common themes, trends and issues within supported and shared accommodation including health and safety

#### **ESSENTIAL SKILLS AND ABILITIES**

1. Ability to provide a range of housing related support services, i.e. key working, independent living support, welfare benefits advice, developing and using support plans and providing resettlement support.
2. Ability to manage challenging behaviour and complex needs, report and raise incidents and safeguarding alerts.
3. Ability to prioritise and maintain case work across multiple projects at the same time.
4. Excellent recording and reporting skills to accurately reflect work with young people.
5. Excellent written and verbal communication with service
6. Ability to effectively involve and engage young people in services.
7. Ability to work closely with registered social landlords and housing services providers to sustain tenancies.

#### **ESSENTIAL ATTITUDES AND PERSONAL QUALITIES**

1. A passion for enabling people to live more independent lives
2. A commitment to equal opportunities in all aspects of the work.
3. A commitment to the aims, values and beliefs of the organisation.
4. Ability to empathise with vulnerable LGBT+ people.



# Equal Opportunities Statement

## Statement of Intent

Stonewall Housing recognises that certain groups and individuals are discriminated against as a result of their race, gender, gender identity, sexual orientation, age, physical abilities, immigration status, class, HIV status, caring responsibilities, marital status, religion and cultural or ethnic origins.

We recognise that discrimination can be direct (e.g. offensive language, actual or threatened violence, policies or practices which explicitly disadvantage one group with respect to another, use of offensive imagery such as posters, badges etc) or indirect (e.g. policies or practices which in effect, if not intent, disadvantage one group with respect to another) and can occur at personal, organisational and institutional levels.

Stonewall Housing strongly believes that such discrimination is wrong and is wholly committed to ensuring that its policies and practices provide equal opportunities for all in its roles as both a service provider and an employer.

## Stonewall Housing is an LGBT+ organisation.

Stonewall Housing exists as a means of recognising and tackling the specific experiences of LGBT+ people in the housing market. We are committed to tackling heterosexism, which we define as the discrimination resulting from the belief that heterosexuality is the only correct or valid sexuality, and which leads to the marginalisation and dismissal of the specific experiences and needs of LGBT+ people. We are committed to tackling homophobia, biphobia and transphobia, which we define as the fear and/or hatred of LGBT people, often resulting in discrimination, prejudice, and abuse (verbal, physical or sexual).

Stonewall Housing is a safe and supportive environment for LGBT+ people, and a means of obtaining positive peer support in terms of sexuality and gender orientation.

All residents/service users should identify as lesbian, gay, bisexual or transgender\* on entry to the project/service.

Identification as LGBT+ is an essential criteria for Management Committee members and volunteers, and a direct understanding/experience of the discrimination faced by LGBT+ people is an essential criteria for staff members.