



Safer spaces for LGBT+ people.

Stonewall Housing is a charitable housing association which has provided housing support and advice for LGBT+ people for 35 years. Our Housing Team provides supported housing for young LGBT people and our Advice Team provides free confidential housing advice to LGBT+ people of all ages. We also research and lobby 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 an experienced trans project worker to provide support and resettlement to trans people. Ideally you will have experience within a supported housing setting, providing structured support for a vulnerable and complex client group; An understanding, directly or indirectly of the issues affecting trans people and supported accommodation is essential. The post will run for 6 months with the possibility of a further 12 month extension and requires an immediate start.

TRANS PROJECT WORKER– PART TIME (ref PW/09/19)

(2 days per week: 14 hrs)

Salary £23,958 to £25,635 (FTE including ILW)

For Full information and application pack contact:

Michael Nastari on : 0207 359 6242 or email: 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.

BENEFITS

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.

HOW TO APPLY

Please send a covering letter no more than 2 sides of A4 explaining why you want the position and how you meet the person specification.

Closing date: Deadline: Monday 23rd September 2019 at noon.

Interviews: Thursday 26th September 2019



**JOB DESCRIPTION:
Trans Support Worker**

RESPONSIBLE TO: Housing Support Manager

KEY RESPONSIBILITIES:

- To provide a high quality, flexible and responsive trans related support service to trans people, supporting them for independent living or suitable alternative housing through the provision of 1-1 support sessions and group work.
- To ensure that effective service user participation mechanisms are in place.
- To ensure a high level of customer care and practice at all times.
- To develop links with relevant external agencies.

MAIN DUTIES OF THE POST

1 1-1 Support Sessions

- 1.1 To give holistic support to a trans people accessing our supported accommodation service, to provide proactive support to these service users who are sometimes hard to engage.
- 1.2 To meet service users regularly to provide structured support, in relation to trans specific issues, such as gender identity pathways, mental health services, health issues, safeguarding, liaising with trans services.
- 1.3 To work with trans people to develop and review individual support plans and risk assessments.
- 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 of their time.

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 service user'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.
- 3.4 To collaborate with others to develop move-on options and to provide resettlement support.
- 3.5 To liaise with landlords and other agencies about tenancy issues

6 GROUP WORK 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 our trans service users, via social media platforms, newsletters, events and workshops.
- 6.3 To devise innovative and creative ways of involving trans people in the running of the schemes with an independent approach.
- 6.4 Supporting our trans residents to participate in group and peer support and to access online support mechanisms.
- 6.5 Facilitating and promoting a trans group work programme.

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 funders 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 clients at all times
- 7.7 To work evenings and weekends (very occasionally) 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:

Trans Support Worker

ESSENTIAL EXPERIENCE

1. Experience lived, or of working with homeless or vulnerable trans people, in voluntary or paid employment setting.
2. Experience lived, or of (extensive) working with trans people.
3. Experience of working in a supported environment
4. Experience of working with and delivering services to a diverse client group with a wide range of support needs.
5. Experience of supporting people who have faced trans discrimination or hate crime.
6. Experience of lone working and working as part of small team.

ESSENTIAL KNOWLEDGE

1. Knowledge and understanding of the causes and effects of homelessness, particularly in relation to trans people.
2. Knowledge of the current benefits available to single people.
3. Knowledge of common themes, trends and issues within supported and shared accommodation
4. Knowledge of pathways into medical and social support for trans people.

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 young people
6. Ability to effectively involve and engage trans people in services.
7. To be resilient in regard to working with challenging behaviour from service user's who may have experienced trauma leading them to be mistrustful of support providers.

ESSENTIAL ATTITUDES AND PERSONAL QUALITIES

1. A commitment to equal opportunities in all aspects of the work.
2. A commitment to the aims, values and beliefs of the organisation.
3. Ability to empathise with vulnerable trans people.
4. Ability to comply with our organisational policies including those on Health and Safety, confidentiality and data protection.