

Job Description & Personal Spec



Job title: Move On Key Worker
Salary: £25,500
Hours: 9am-5pm (Monday to Friday)
Start date: ASAP
Reporting to: Assistant Manager
Place of work: The Elms, Hemel Hempstead

Overall Job Purpose

To support vulnerable clients who have recently moved out of our hostel and are now living within our Move On scheme. To promote and deliver intensive support, to empower clients and enable them to take the next positive steps to rebuild their lives.

Duties and Responsibilities

- To deliver high quality, structured, and effective interventions to ensure the client can sustain their licence agreement and move to independent accommodation
- To support vulnerable client groups with multiple issues including housing, benefits and tenancy-related issues often managing situations which can often be complex
- To build relationships with the clients ensuring they feel empowered and motivated to help themselves
- Liaise with third party agencies and a range of service providers in order to establish, or improve, services for clients
- Develop and maintain effective working relationships, collaborating with all staff and volunteers and work to achieve the DENS aims and organisational strategy
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This role involves visiting clients in their homes. A full, current driving licence and access to a vehicle is essential.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by the Manager.

Person Specification – Move On Key Worker

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none">• A good standard of Education	<ul style="list-style-type: none">• A high standard of Education• Educated to Degree Level• Industry qualification
Knowledge & Experience	<ul style="list-style-type: none">• A good understanding of working in supported housing or floating support services• Experience of providing tenancy-related housing advice and support	<ul style="list-style-type: none">• Proven Experience of working in supported housing or floating support services

	<ul style="list-style-type: none"> • Knowledge of welfare benefits • Experience of supporting vulnerable people who have complex needs • Liaising with a range of service providers or agencies, in order to establish, or improve, services for clients • Understanding of the principles of a quality and customer-focused service 	<ul style="list-style-type: none"> • Experience of building strong working relationships with supporters and stakeholders • Experience of working or volunteering for a Charity • Understanding of the issues facing homeless people • Knowledge of geographical area • A strong knowledge of housing law
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work well under pressure and deal with emotionally charged, and pressured, situations • Proven ability to empower service users • Self-motivated and can manage time effectively; prioritising work according to needs and deadlines • People's person and a natural team player, willing to get stuck in • IT literate • Administratively self-sufficient 	<ul style="list-style-type: none"> • Experience of Inform CRM systems or similar • Thrive in a fast-paced environment • Good standard of written English
Personal Qualities	<ul style="list-style-type: none"> • People-focused • Caring • Considerate • Tact and diplomacy • Ability to build and maintain relationships • Ability to work independently and use own initiative • Self-motivated with the ability to motivate and enthuse others • Can-do attitude, 'hands-on' • Enjoy collaborative working 	<ul style="list-style-type: none"> • Solutions-focused • Compassionate • Passionate about making a positive difference to people's lives • Passionate for the cause • Goes the extra mile

How to apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Submit your CV to **HR@dens.org.uk**
- Closing date for receipt of applications is **23rd August 2021**
- We may interview, and offer the role to a suitable candidate before the deadline

For an informal chat, please ring Jacky Stafford on 01442-913273
Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit www.dens.org.uk