

**TRENT & DOVE HOUSING**  
**JOB DESCRIPTION**



**JOB TITLE:** Next Steps Support Worker  
**GRADE:** JP1  
**DEPARTMENT:** Revenue and Community Sustainment  
**RESPONSIBLE TO:** Tenancy Sustainment Manager

Purpose of Job:

To provide a person centred approach to support clients moving on from supported housing to independent living in a long-term tenancy.

To provide advice and support in accessing the relevant welfare benefits and any other entitlements.

To develop positive relationships and influence key partner agencies and stakeholders to provide a holistic, co-ordinated support service. Support clients to work toward having a good quality of life and meaningful activity.

To ensure the sustainability of the tenancy and work with the clients to become fully independent.

Duties & Responsibilities:

1. To develop and maintain effective working partnerships with internal colleagues, key agencies and stakeholders to ensure wrap around support is provided.
2. To work persistently and assertively with the homeless clients to deliver sustainable tenancies for some of the most vulnerable and entrenched homeless clients
3. To provide practical and emotional support when the client moves into the tenancy to enable a smooth transition into independent living by maximising income, establishing regular payment of utility bills, cooking, shopping, etc.
4. To work alongside the individual in producing a support plan with realistic, achievable objectives.
5. Identify the issues and any barriers and engage the relevant agencies to work alongside families to address these.
6. To work with the clients to promote a healthy lifestyle and meaningful activity
7. To implement and drive action points within the plan and challenge both the individual and agencies if objectives are not being met.

- 8. To formulate an exit strategy which ensures the changes can be sustained when support is withdrawn.
- 9. To sustain a robust monitoring system, maintaining accurate and appropriate records in accordance with Company policies.

Health & Safety Responsibilities

- 1. To be committed to the health, safety and well-being of colleagues, customers and partners and support the aims and objectives of the Company's Health & Safety Policy.
- 2. To co-operate with the company on health & safety matters by following agreed safe working procedures, using safeguards appropriately, attending health & safety training and reporting all hazards, near misses and unsafe conditions that you become aware of.

Signed.....

Printed.....

Dated.....