**Job Description**

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| **Job Title:** | **Support Worker – Breathe Easy Homes** |
| Accountable to: | CEO |
| Location: | 323 Roundhay Road, Leeds |
| Hours | 32 |
| Contract Length | Contract ends Dec 2025- with possible extension if funding allows |

Care and Repair is aLeeds based Home Improvement Agency, a ‘not for profit’ organisation whichisdedicated to offering safe and independent living to all.

Our vision is to be the first choice and trusted provider of a range of quality holistic services which enable people to live safely and independently for longer, and to meet our clients' needs by proactively future-proofing homes and responding to their changing needs

The Breathe Easy Homes project is funded by Leeds City Council, supported by the ICB and is delivered in partnership with the Leeds Health and Care Partnership.

The aim of the project is to identify and support eligible families with children who have Asthma and other respiratory conditions that are exasperated by the poor indoor air quality and the condition of their homes. Damp, mouldy, poorly heated and badly ventilated homes are known to trigger and worsen respiratory conditions.

The Breathe Easy Homes service helps to alleviate these conditions by the provision of items such as dehumidifiers and air purifiers. We also work closely with housing providers and landlords to facilitate repairs and maintenance to remove the triggers and to improve the home environment generally. Referrals for Breathe Easy Homes fluctuate throughout the year so you will be expected to support the HomePlus service when your workload allows. Full training will be given to facilitate this.

**The Role:**

The Breathe Easy Support Worker is fully responsible for the provision of the service from acceptance of all referrals, carrying out assessments, building relationships with the families of the clients to fully understand their housing challenges and health concerns, allocating and delivering equipment, liaising with housing providers and acting as a conduit to ensure that maintenance and repairs are carried out in order that future health outcomes are improved.

There is a large amount of administration associated with the role with weekly, monthly and ad-hoc reporting being required.

**The Person:**

The successful candidate will have previously worked in a support/outreach or similar role. You should have an empathetic approach and be confident to work with a wide variety of clients and their families, some of whom are living in challenging environments and who all have different needs. You will be able to adapt your approach to successfully engage with families and to demonstrate tenacity and confidence when faced with obstacles or a lack of engagement.

You will be expected to effectively manage a case load of visits, assessments, and follow-up actions, reporting on progress regularly and completing all reporting databases within the required timeframes. You will have good working knowledge off safeguarding protocols and understand the actions needed if a safeguarding concern is identified.

The role involves close liaison with a variety of partners and other stakeholders, including LCC housing departments, social housing providers, private landlords and medical professionals

You will be confident when leading conversations and relaying information to these partners

You will work closely with the Care and Repair Technical team who support on assessments of internal and external building works where needed.

A high level of IT literacy is required as is the ability to confidently represent Care and Repair at Breathe Easy Homes meetings at certain times.

The successful candidate will, after training, oversee the delivery of the service with minimal direction with the opportunity to update on results via weekly / monthly update meetings with the CEO and with funders/partners.

**Main Duties and Responsibilities**

1. To use the CRM database- (Charity Log), to collate and record client referrals and case notes and include any other written or photographic documentation as necessary, adhering to Data Protection rules at all times
2. Carry out and complete all required Risks Assessments prior to all visits.
3. Conduct comprehensive visits to assess the needs of Breathe Easy clients and agree the interventions/equipment needed to improve the child’s symptoms
4. Liaise with finance and procurement to order equipment, oversee receipt and organise delivery, ensuring that the families understand how each piece of equipment should be used. Complete all required client receipt paperwork.
5. Complete CRM system at all stages to ensure that a full record of contact , including detail of phone calls, is maintained.
6. Contact housing providers where repairs or maintenance issues are identified, agree with contacts what works are needed and follow up on all agreed actions. Liaise with client to ensure that they are included in plans and know what to expect in terms of timeframes and expected works.
7. Complete all required info databases and produce reports on a weekly, monthly and adhoc basis
8. Act as advocate for clients’ families where necessary in order that works are completed and problems resolved.
9. Gather client feedback and create case studies and other written evidence that demonstrates the improvements made to the clients’ health post intervention
10. After training, support on the provision of HomePlus services where time allows
11. Where applicable, refer clients to other agencies with their consent, including organizations that offer welfare benefits checks, and other practical help as needed.
12. Identify financial support opportunities from charitable trusts and other funding sources to support individual clients.

**Working Conditions**

1. Ability to perform all duties and tasks with reasonable adjustment, in accordance with the Equality Act 2010 in relation to Disability Provisions.
2. Ability to receive and deliver a variety of items as needed.

**Policies and Procedures** – You must adhere to all Care and Repairs Policies and Procedures, including: -

1. Data Protection Policy (GDPR.
2. Lone Working Policy
3. Risk Assessments
4. Equality and Diversity Policy
5. Safeguarding Children and Adults Policy
6. Health and Safety Policy

All other policies and procedures are held on SharePoint and in the Care & Repair Leeds Employee Handbook.

**Essential Skills/Knowledge/Abilities:**

1. Proven experience working in a casework and/or support worker role within a community or home setting, supporting people with a person-centred approach.
2. Proven ability to communicate effectively with people from various backgrounds and cultures, manage relationships at all levels, and sustain teamwork approaches.
3. Highly organized, self-motivated, and able to use own initiative to manage a wide variety of tasks and objectives efficiently and effectively.
4. Possession of a full driving license and have access to a vehicle.
5. Knowledge and understanding of the requirements under the General Data Protection Regulations in handling confidential information.
6. Confident to hold in depth conversations with clients in person or on the telephone
7. Commitment to Care & Repair’s Equal Opportunities Policy.
8. Demonstrate mental resilience when dealing with difficult and unpredictable situations
9. IT literate, able to use Microsoft Word, Excel amongst others and able to use other digital methodologies to collate and disseminate information and data
10. Embraces change, demonstrating adaptability and a ‘can do’, positive attitude to business transformation

**Desirable Skills/Knowledge/Abilities:**

1. Experience at holding 'better conversations' with clients, and having a working knowledge of the welfare benefits system.
2. Effective presentation skills, the ability to collate, analyse and report on data, and the ability to speak other languages.

**General Expectations:**

1. Demonstrate a personal commitment to the organization's vision and values, actively promoting a positive and respectful culture based on the values.
2. Identify own training and development needs in conjunction with the Service Delivery Manager. And participation in training as required
3. Take an active part in meetings, supervision, appraisal, and other events designed to improve communication and assist with their development and that of the post.
4. Take reasonable care of their own health, safety, and welfare, complying with Care & Repairs' health and safety policy and procedures.
5. Undertake any other reasonable duties required to ensure the smooth running of the organization

**This post is subject to an Enhanced DBS (Disclosure and Barring Service) check**