

Information Pack

Housing Support Worker

To discuss the post informally,
please contact:
Carmen Sweet, Service
Coordinator, or Kay Mutch, Service
Manager, on 01482 240200.



Job Description

JOB TITLE: Housing Support Worker

LOCATION: The post holder will be required to travel to and work in various locations across Hull.

SALARY: £14,870.70 per annum for 22.5 hours

HOURS: 22.5 hours per week to be worked flexibly to meet the needs of our clients and the organisation which may include evenings, weekends or public holidays. Typical working hours would be Monday to Thursdays 9am to 5pm, and Fridays 9am to 4.30pm.

REPORTS TO: Service Coordinator – East Riding Housing services

BACKGROUND AND CONTEXT

Hull and East Yorkshire Mind is well-established voluntary sector organisation working predominantly in Hull and the East Riding of Yorkshire. We deliver services to meet the needs of children, young people and adults who have, or are at risk of, mental health problems.

We offer a range of housing support for individuals in Hull and the East Riding struggling with their mental health and with living independently. We have supported accommodation based in Hull, Hessle, Beverley and Bridlington for those with more complex mental health needs, and further to this we support clients who have begun their journey to recovery with living independently in the community.

JOB PURPOSE

To support our housing services in Bridlington by providing person-centred support to clients accessing our services across the Bridlington area.

ROLE DUTIES AND RESPONSIBILITIES

- Ensure our framework for good care which includes Relationships, Environment, Activity, Compassion and Hope, called 'REACH' is adhered to at all times.
- Develop person centred support through assessments and action plans that promote independence and practical housing support
- Continually review and monitor and report on areas of risk and safeguarding.
- Work with our property management team to ensure our buildings are managed well and any issues are dealt with and reported swiftly.
- Build relationships with other services including, Local Authorities Housing services, local mental health service providers, prison in reach services, probation and addictions services, GPs, other homeless service providers.
- Manage your time and case load by planning your diary to optimise the delivery of support to meet client's needs.
- Build trusting and supportive relationships with service users and partnership organisations.
- Maintain accurate and up to date client records through our management system as directed (this is a legal requirement).

Support the development and promotion of Hull and East Yorkshire Mind services by:

- Promoting and maintaining the profile of Hull and East Yorkshire Mind by talking about our services positively, observing opportunities to develop and engaging with a variety of media platforms.
- Recommend areas for development for services to ensure we maximise our service delivery
- Actively encouraging client feedback through formal and informal means, e.g. exit interviews, surveys, focus groups and the complaints procedure.

Other

- Undertake basic administrative duties relating to referrals, record-keeping, monitoring, our accommodation, etc.
- Manage your own workload, reporting any contentious issues to your Line Manager.
- Complete reports to your manager detailing activities taking place during your shift if required.
- Assist colleagues to provide peer support to students and volunteers.

The above is not an exhaustive list of duties and responsibilities; you will be expected to perform different tasks as necessitated by your role and the overall business objectives of the organisation.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

Job Title: Housing Support Worker		Reviewed: Oct 2025	
Area	Criteria	Essential	Desirable
KEY KNOWLEDGE	An understanding of common mental health and social issues	✓	
	Basic knowledge of how to intervene effectively to support people who use our services	✓	
	Demonstrable understanding of working with people who have complex needs including mental health, offending and the criminal justice system, substance misuse and homelessness		✓
	Of local and national support services		✓
	Of common barriers to living independently		✓
	Of Health & Safety, risk management, lone working and personal safety		✓
KEY EXPERIENCE	Proven experience of working well on own initiative and as part of a team	✓	
	Of supporting individuals with their mental health	✓	
	Some direct experience of being at risk of homelessness, the criminal justice system, substance misuse and mental ill health		✓
	Providing an immediate response to emergencies		✓
KEY COMPETENCIES	Commitment to the values of Hull and East Yorkshire Mind	✓	
	Able to plan and prioritise own workload to ensure client needs are met	✓	
	Ability to develop good working relationships with our clients where they feel respected.	✓	
	Highly developed written and verbal communication which is tailored to the needs of the target audience	✓	
	Demonstrates resilience when faced with emotionally charged issues and stays calm if under pressure	✓	
	Responds flexibly and positively to changing needs	✓	
	Demonstrable ability to apply problem solving and common sense to a variety of situations	✓	
	Able to support the diverse needs of the people who use our services and offer appropriate interventions when necessary	✓	
	Has a non-judgmental approach with the ability to demonstrate compassion and empathy whilst working within professional boundaries with the people who use our services.	✓	
	Evidence of the ability to motivate people	✓	
ADDITIONAL REQUIREMENTS	Possession of a full current driving license with use of a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Enthusiastic with a high degree of personal motivation and a flexible approach to working hours	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	

Overview of Hull and East Yorkshire Mind

Founded in 1976, Hull and East Yorkshire Mind has been supporting people with their mental health and wellbeing for almost fifty years.

An independent charity governed by a group of local trustees, Hull and East Yorkshire Mind is affiliated to the Mind network made up of 100 organisations across England and Wales delivering services, campaigning and giving a voice to people with mental health problems, their families, carers and communities.

- Our **VISION:** Better mental health for everyone.
- Our **AMBITION:** To make it easier for people to ask for and receive support for their mental health.
- Our **PURPOSE:** To be there, listen, understand, help, and fight for better mental health. Putting the person at the very heart of what we need to do.

We offer a range of support designed to help individuals to recover and stay well. Working with our local partners, we offer counselling to adults and young people who need our help.

As a housing association with over 30 properties, we provide individuals with a safe environment that aids recovery and promotes independence. This includes a specialist 4 week service that supports individuals leaving hospital to find suitable accommodation that suits their needs.

Throughout the community, we run regular support groups that give individuals the chance to share their experiences with others and learn new skills to improve their mental health.

Other specialist support includes working with Humberside Police in their force control room, working with individuals experiencing poor mental health and drug and alcohol problems, supporting individuals bereaved or affected by suicide as well as offering 24/7 access to information, advice and support.

Our values

Being Human – Connecting people and communities, respecting diversity, and making relationships individual.

Being Authentic – Using our stories, skills, and life experience to show we care, offering hope to make a difference.

Being Brave – In the face of uncertainty, we will be bold, creative, and compassionate. Not afraid to challenge and do things differently.

Being Collaborative – Through nurturing strong effective partnerships, we create opportunities that inspire, influence, and make a measurable difference.

Being Dynamic – Always learning, building on our knowledge and history, being responsive and agile enabling a successful and sustainable future.

Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind. However, we reserve the right to deduct the cost of the disclosure from final salary if an employee leaves within 6 months.

3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost-of-living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition, paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

6. Payments During Sickness/Injury

Company sick pay comes into effect upon successful completion of probation. Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties, will receive full company sick pay for up to 6 weeks, followed by 2 weeks at half pay in a 12-month period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally, staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join a Trade Union.