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## **Housing Support Officer OR Domestic Abuse Support Worker**

**Closing Date:** 30<sup>th</sup> July 2021

### **About Us:**

Reactive8 is an organisation that transforms the lives of others and aims to create sustainable change. We deliver innovative programmes designed to encourage engagement and social inclusion for people of all ages. The programmes allow for confidence building, self-assessment, mentoring and employment support. It confronts existing perceptions, challenges clients to take control of their future and supports the clients to a more positive pathway.

We are expanding our team and have an opportunity to recruit for the following posts:

**Job Role: Domestic Abuse Support Workers x 3**  
**Housing Support Officers / Mentors – general housing with clients ranging from low – high needs x 3**

Our Reactive8 Housing team is a friendly and dynamic team and are passionate about the high-quality support we provide. We offer our colleagues a friendly, supportive workplace and the chance to build a rewarding career with a not-for-profit organisation that is proud to make a difference to all of our clients.

### **Join our team as a Housing Support Officer OR Domestic Abuse Support Worker**

Providing support to those that need it is an important part of what we do. We work with people experiencing homelessness, those who have fallen into the criminal justice system, substance abuse and for victims of domestic abuse.

Our services include both shared accommodations (HMOs) and self-contained apartments; where we provide tailored support that prepares our clients to re-integrate within the community.

As an organisation, we have strong values, showing Passion; Real; Interest; Development; Empowerment. These are what makes us such a great team, working together as one to achieve our vision.

### **The role**

We have a fantastic opportunity for committed and experienced staff to join us. Working as part of our close-knit team, you will provide support to our residents, who have a range of complex needs.

- Location: Bedford
- Fixed Contract, attractive salary plus opportunities for on-call payment and call out charges
- Working Hours:  
**Domestic Abuse Support Worker** – 8 hour shifts Mon- Friday 9-5pm – no weekend working, but on-call and call out charges apply  
**Housing Support Officers** Flexible 8hr shifts. You will be required to work on a weekend rota system. On-call and call out charges as additional

Your responsibilities will include:

- Daily visits to our properties, completing needs reviews on all individuals residing there.
- Liaise with health professionals to ensure positive outcomes for the clients i.e. P2R and Headway
- Support clients to develop and practice necessary skills to live independently; including budget management; housing benefit claims
- Supporting the delivery of our Reach for the Stars mindset and empowerment programme
- Set up of new properties including; arranging starter kits and welcome packs for clients
- Reporting of any maintenance issues and undertaking maintenance issues where appropriate
- Meeting and greeting new clients; obtaining Universal Credit evidence and all necessary documentation needed to start their journey with Reactive8
- Ensuring a safe and secure environment that promotes opportunities for our clients to develop
- Reporting of any safeguarding concerns / incidents to the DSL on the day

### **What you will need to succeed:**

We are looking for someone who believes in working together as part of a team, who shares our sense of values of what is important; who is engaged and committed to achieving great outcomes for our clients. The successful candidate will:

#### Essential:

- Experience of working within a similar role with people that have complex needs, or within an environment working with Domestic Abuse victims
- Ability to de-escalate situations; conflict management and resolution

- Knowledge of policies and procedures, including: Safeguarding and Health & Safety
- Must be able to commit to both early and late shifts, including weekends – **for Housing Support officer Role only, not DA Support Worker**
- Good interpersonal skills
- Full Clean driving licence and access to a vehicle
- Enhanced DBS

Desirable:

- Knowledge of housing support and homeless prevention
- Ability to drive a mini bus and transport clients

**The Offer:**

- Attractive Salary, bonus and call out fees
- Access to our Reach for The Stars Mindset & Empowerment programme

For a fulfilling career in our dynamic Housing Team please send your cv to:

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