



Safer spaces for lesbians, gay men,
bisexual and trans people.

Stonewall Housing is a charitable housing association which has provided housing support and advice for lesbian, gay, bisexual and trans people as well those who identify as another sexual/gender minority (LGBT+). We have been supporting our communities for 34 years. Our Housing Team provides supported housing for LGBT+ people and our Advice Team provides free confidential housing advice to LGBT+ people. We also research and lobby at a strategic level on the housing issues affecting our communities. At the heart of our work is the aim to help people find a home they feel safe and secure in.

We are currently looking for a project worker to provide support to LGBT+ people as part of our East London housing project team. Ideally you will have experience within a supported housing setting, providing structured support for a vulnerable client group. An understanding of the issues affecting young LGBT+ people is essential. The post will run for 6 months with a high possibility of a further 12 month extension.

LGBT PROJECT WORKER– PART TIME (14 hpw) (ref PW/01/18)

Salary £22,903 -£25,184 (PA including ILW) (20 – 24)
(£9,161.20 for 14 hours a week)

For Full information and application pack contact:

Michael Nastari on : 0207 359 6242 or email: info@stonewallhousing.org

Closing date: 12pm Monday 14th January 2018

Interviews: Wednesday 17th January 2018

If you would like an informal discussion about any of these posts please call 020 7359 6242 quoting the appropriate reference code.

Stonewall Housing provides 30 days annual leave (pro rata), flexible working hours and operates a work-life balance policy for staff, and an employee assistance programme.

Stonewall Housing is committed to Equal Opportunities in all areas of our work.



JOB DESCRIPTION: LGBT Project Worker

RESPONSIBLE TO: Director of Services

KEY RESPONSIBILITIES:

- To participate in reviewing and monitoring Stonewall Housing's supported housing policies.
- To provide a high quality, flexible and responsive housing related support service to LGBT+ people, supporting them for independent living or suitable alternative housing through the provision of key working and resettlement services.
- To ensure that effective participation mechanisms are in place.
- To ensure a high level of customer care and practice at all times.
- To work together to achieve effective safeguarding for vulnerable people.
- To develop links with relevant external agencies.

MAIN DUTIES OF THE POST

1 KEY WORKING

- 1.1 To act as key worker to a number of LGBT+ people accessing our supported accommodation service that may include difficult situations and challenging behaviour
- 1.2 To meet with service users regularly to provide regular structured support
- 1.3 To work with service users to develop and review individual support plans
- 1.4 To liaise with other service providers ensuring service users receive the necessary support to sustain their tenancy, maintain positive physical and mental health and access into meaningful occupation
- 1.5 Supporting service users to participate in group and peer support and to access online support mechanisms
- 1.6 To empower and support service users in terms of their sexuality and/or gender identity

2 WELFARE BENEFITS ADVICE

- 2.1 To assist clients in maximising and managing their income

3 SEMI-INDEPENDENT LIVING SUPPORT

- 3.1 To work with service users to enable them to develop the life and social skills necessary to sustain their tenancy within semi-independent living.
- 3.2 To assess individual service users suitability for independent accommodation.
- 3.3 To act quickly to manage incidents and to advise, support and assist service users unable to maintain supported accommodation into more appropriate housing options.

4 LIASION WITH LANDLORDS / PARTNERS

- 4.1 To support service users to report repairs and work with landlords of schemes to manage voids in a timely manner
- 4.2 To assist in carrying out and record a range of Health and Safety tasks within the supported living schemes.

5 RESETTLEMENT

- 5.1 To support service users in the completion of application forms and any other necessary applications to support move-on housing, including the private rented sector.
- 5.2 To ensure that all young people are provided with information about local services moving into supported accommodation service, and during move on.
- 5.3 To ensure that all service users are fully aware of their rights and responsibilities in their home.
- 5.4 To work with housing providers, both public and private, to negotiate move on options.

6 TENANT CONSULTATION AND PARTICIPATION

- 6.1 To work as part of a team in developing client participation.
- 6.2 To identify and develop appropriate and flexible processes for consulting with service users, via social media platforms, newsletters, events and workshops.
- 6.3 To devise innovative and creative ways of involving service user in the running of the schemes with an independent approach.

7 OTHER DUTIES

- 7.1 To establish and maintain accurate and complete records in all areas of work
- 7.2 To complete statistics for the collation of performance and funding information
- 7.3 To maintain up to date knowledge of legislation and regulations in relation to Supporting People and other key areas.
- 7.4 To participate in individual supervision meetings, annual appraisals and training
- 7.5 To act in accordance with the organisation's Diversity Policy, Health and Safety Policy, Code of Conduct and all other corporate policies and procedures
- 7.6 To act in the best interests of Stonewall Housing and its clients at all times
- 7.7 To work evenings and weekends as necessary
- 7.8 To promote Stonewall Housing at external meetings and community events
- 7.9 To carry out any other duties commensurate with the aims and objectives of the post.



PERSON SPECIFICATION

LGBT Project Worker

EXPERIENCE

1. Experience lived, or of working with homeless or vulnerable people, in voluntary or paid employment setting.
2. Experience of working in a supported accommodation setting with an ongoing caseload and conflicting deadlines.
3. Experience of working with and delivering services to a diverse client group with a wide range of support needs.
4. Experience of working with and delivering services to a diverse client group with a wide range of support needs.
5. Experience of supporting lesbian, gay, bisexual and trans people and those who identify as another sexual/gender minority (LGBT+) who have faced LGBT discrimination.

KNOWLEDGE

1. Knowledge and understanding of the causes and effects of homelessness, particularly in relation to LGBT+ people.
2. Knowledge of the current benefits available to single people.

SKILLS AND ABILITIES

1. Ability to provide a range of housing related support services, i.e. key working, independent living support, welfare benefits advice, developing and using support plans and providing resettlement support.
2. Excellent recording and reporting skills to accurately reflect work with young people.
3. Excellent written and verbal communication with vulnerable people
4. Ability to effectively involve and engage people in services.
5. Ability to work closely with registered social landlords and housing services providers to sustain tenancies.

ATTITUDES AND PERSONAL QUALITIES

1. A commitment to equal opportunities in all aspects of the work.
2. A commitment to the aims, values and beliefs of the organisation.
3. Ability to empathise with vulnerable LGBT+ people.



BACKGROUND INFORMATION

HISTORY

Stonewall Housing was set up in 1983 as the first Housing Association aimed exclusively at meeting the needs of lesbians and gay men. An initiative from within the lesbian and gay movement, the idea of founding Stonewall Housing found enthusiastic support from the Greater London Council's pioneering Lesbian and Gay Sub-Committee. The GLC provided initial start-up funding and Stonewall Housing's first residential project opened in Islington in spring 1986. Stonewall Housing remains the only housing association in London wholly dedicated to serving lesbian, gay, bisexual, trans and other gender/sexual identity minority (LGBT+) people.

OBJECTIVES

The aims of Stonewall Housing are:

- to provide temporary, supported housing for young (i.e. 16-25 year old) LGBT+ people and support for LGBT +people in a range of accommodation types
- to provide a housing advice, referrals and advocacy service to the wider LGBT+ communities
- to act as a central resource for housing options available to LGBT+ people
- to research and promote awareness of the housing issues affecting LGBT+ people
- to work together with other organisations in order to provide an integrated and comprehensive service to our users

ORGANISATIONAL MANAGEMENT AND STRUCTURE

Stonewall Housing is a Charitable Housing Association registered under the Cooperative and Community Benefit Societies Act 2014. A voluntary Board of Trustees is elected each year and is responsible for overall supervision and direction of the organisation and maintaining management standards. The Committee meets every two months.

The central office is in Islington, north London. Stonewall Housing has no formal connection with the Stonewall Lobbying Group.



Equal Opportunities Statement

Statement of Intent

Stonewall Housing recognises that certain groups and individuals are discriminated against as a result of their race, gender, gender identity, sexual orientation, age, physical abilities, immigration status, class, HIV status, caring responsibilities, marital status, religion and cultural or ethnic origins.

We recognise that discrimination can be direct (e.g. offensive language, actual or threatened violence, policies or practices which explicitly disadvantage one group with respect to another, use of offensive imagery such as posters, badges etc) or indirect (e.g. policies or practices which in effect, if not intent, disadvantage one group with respect to another) and can occur at personal, organisational and institutional levels.

Stonewall Housing strongly believes that such discrimination is wrong and is wholly committed to ensuring that its policies and practices provide equal opportunities for all in its roles as both a service provider and an employer.

Stonewall Housing as a lesbian, gay, bisexual and trans (LGBT+) organisation.

Stonewall Housing exists as a means of recognising and tackling the specific experiences of lesbian, gay, bisexual and trans people as well those who identify as another sexual/gender minority (LGBT+) in the housing market. We are committed to tackling heterosexism, which we define as the discrimination resulting from the belief that heterosexuality is the only correct or valid sexuality, and which leads to the marginalisation and dismissal of the specific experiences and needs of LGBT+ people. We are committed to tackling homophobia, biphobia and transphobia, which we define as the fear and/or hatred of LGBT+ people, often resulting in discrimination, prejudice, and abuse (verbal, physical or sexual).

Stonewall Housing is a safe and supportive environment for LGBT+ people, and a means of obtaining positive peer support in terms of sexuality and gender orientation.

All residents/service users should identify as LGBT+ on entry to the project/service.

Identification as LGBT+ is an essential criteria for Management Committee members and volunteers, and a direct understanding/experience of the discrimination faced by LGBT+ people is an essential criteria for staff members.



Staff Benefits December 2017

Stonewall Housing values its team, and has developed the following package of benefits for staff members:

- ✓ 30 days annual leave
- ✓ Pension-auto enrolment scheme starting October 2016 (employer contribution increasing from 1% in 2016 to 3% in 2018)
- ✓ A Work-Life Balance Policy with flexible working
- ✓ 24-hour Employee Assistance Support
- ✓ Company-funded membership of the Bupa CashPlan scheme to assist with costs of day-to-day medical charges
- ✓ Study leave
- ✓ 30 weeks maternity and adoption leave on full pay after 2 years service
- ✓ Nine weeks paternity leave on full pay after 2 years service