

JOB TITLE	Specialist IOM House Recovery Worker
SERVICE PROVISION	Integrated Offender Management (IOM)
CONTRACT TYPE	Full time - Permanent
SCALE RANGE	24 – 28
LINE MANAGER	IOM Team Leader
DATE OF ISSUE	August 2026

General Description

An exciting opportunity has arisen to work in our Southampton IOM House, designed to work with ex-offenders with housing and other pathway needs who are part of the Hampshire Integrated Offender Management (IOM) Scheme. The 'IOM House' seeks to provide an opportunity for residents to engage with IOM in a substance use free and safe environment.

IOM is a joint approach by the Police, Probation and the Society of St James to work with people who have substance use issues in the criminal justice sector.

The Specialist IOM House Recovery Worker will be based in the 7 bed Southampton IOM House. You will work with residents to ensure they are engaging with IOM and that the environment in the house is positive, supportive and safe. You will be expected to develop the project to ensure residents have structure and routine, whilst assisting residents to develop essential life skills that will enable them to achieve and sustain independent living. You will need to communicate and build links with the local organisations/agencies and county-wide IOM Teams to ensure effective partnership working.

Specific Duties:

Service Users
1. Work intensively with a small caseload of identified individuals to develop a therapeutic relationship and support them to overcome barriers to recovery and move on 2. Carry out in-depth assessments and co-develop individual recovery plans to assist move on 3. Make referrals to both the housing and the substance misuse support where appropriate and /or signpost service users to other services in Hampshire 4. Be responsible for the ongoing monitoring of individual recovery plans for people on your case load including liaising with colleagues across the service to ensure that service users receive continuity of support.

5. Promote the concept of recovery to service users emphasising the importance of healthy lifestyle choices and personal responsibility for their own long-term health outcomes.
6. Work in partnership with colleagues and other agencies, both statutory and voluntary, to provide effective support and achieve the best outcomes for service users.
7. Track service users as they progress through the pathways and support them with resettlement and ongoing housing related support when they move into independent accommodation for up to six months.
8. Liaise with Councils, housing associations and private rented fields to support the individual to overcome barriers to successful move on.
9. Be responsible for day to day housing management duties including liaising with Housing Benefit, making claims and reporting repairs and health and safety issues.

Finance and Administration

1. Account for and record all monies, including petty cash, in accordance with SSJ's Financial Procedures.
2. Adhere to the Handling Client Monies Policy when a service user receives individual support with managing their money.
3. Collect resident's contributions for rent, assist with Housing Benefit claims.
4. Ensure all relevant service user information is uploaded to the appropriate IT system and is regularly updated.
5. Maintain service user files and records to the standard required.

Health and Safety

1. Ensure that all accidents and incidents are reported following the correct procedures.
2. Conduct daily H&S checks and record online.
3. Ability to conduct site H&S and fire safety procedures, with reasonable adjustments provided where appropriate.
4. Report any maintenance issues as they arise
5. Ensure that all safeguarding concerns involving service users are reported following the correct procedures.
6. Adhere to SSJ's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you (colleagues, clients, visitors etc.)

Additional Requirements:

1. Attend all staff meetings, supervision meetings and other meetings as directed by your Line Manager.
2. Participate in setting, monitoring and achieving annual organisational and team targets.
3. Attend all training courses as directed by your Line Manager.
4. Adhere to all of SSJ's Policies and Procedures when undertaking any work for and on its behalf.
5. Willingness to work flexibly in order to meet the needs of the service.
6. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of delivering best practice in services for vulnerable people and an awareness of the impact of homelessness/rough sleeping on individuals	FORM INTERVIEW
Experience of liaising with statutory and voluntary organisations in relation to the support and care of vulnerable people	FORM INTERVIEW
Experience of supporting and motivating diverse client groups with complex circumstances to secure and sustain housing, health/care or employment outcomes	FORM/ INTERVIEW
Ability to manage emotional demands, maintain professional boundaries, and utilise supervision and self-care strategies in a challenging environment.	FORM / INTERVIEW
Understanding of the diverse needs of clients with substance misuse issues and mental health problems and knowledge of harm minimisation and treatment options	FORM INTERVIEW
Understanding of modern psycho-social interventions, including ACT, Mindfulness, CBT and concepts such as recovery capital and harm reduction	FORM INTERVIEW
Knowledge of other local organisations providing support and interventions to people with complex needs	INTERVIEW
Knowledge and understanding of health and safety issues relating to working in a support environment	INTERVIEW
Knowledge of safeguarding and protection procedures and protocols for vulnerable adults	INTERVIEW

Knowledge of the welfare benefits system	FORM INTERVIEW
Understanding of lone working procedures and staying safe at work	INTERVIEW
Understanding of confidentiality and data protection	INTERVIEW
Understanding of Equality and Diversity, in relation to both employment of staff and access to services by clients	INTERVIEW
Understanding of risk assessments and risk management and how to manage difficult and challenging behaviour	FORM
Have a good understanding and the ability to work in a Trauma Informed Approach.	FORM INTERVIEW
Excellent interpersonal skills with the ability to initiate and maintain constructive and appropriate relationships with clients and agencies from across the public services sector (both statutory and voluntary)	FORM INTERVIEW
Have good experience of Housing Management duties including, claiming housing benefit, daily H&S checks, reporting maintenance issues etc	FORM INTERVIEW

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – IOM House Recovery Worker:

1. Good time management skills and the ability to work alone and as part of a team.
2. Confidence and ability in using IT systems, email and the world-wide Web.
3. Experience of housing management duties including H&S checks and reporting. Housing benefit claims, fire alarm tests and reporting maintenance issues.
4. Compassionate approach to dealing with individuals with complex needs and challenging behaviour.
5. Able to maintain professional boundaries at all times and demonstrate self-awareness at all levels.
6. Able to use own initiative to respond to emergencies and other unexpected situations.
7. Able to communicate in all ways effectively with service users, colleagues and external agencies.