



**JOB DESCRIPTION**

<b>1. JOB DETAILS</b>	
Job Title:	Support Worker
Service :	Various Services
Service Group:	Accommodation and Floating Support Services
Reports to: (job title):	Assistant Manager/Team Leader/Service Manager
Direct staff reports: (Job Titles):	o
Total number of staff managed:	o
Working Pattern:	Various
Salary Grade:	FRWK03
Date Job Description Approved	
Date Job Evaluated	<b>28.07.2015</b>
JE Reference Number:	<b>JE014</b>

**2. Main Job Purpose**

- To provide support or/and advice to Service Users to enable them to live independently whilst maintaining the accommodation of their choice.

**3. Main Job Duties and Responsibilities**

- Including Service development and delivery; Staff management; other resource management (Financial and Physical) as appropriate
- Provide face to face & one to one, informal support, dealing with a wide range of individual needs to meet contractual requirements as a minimum.
- Respect the rights and responsibilities of Service Users.
- Assess the needs and risks of prospective and current Service Users and assess incidents completing relevant paperwork if applicable.
- Advise Service Users to make informed decisions and choices.
- Assist Service Users to complete tasks set on individual support plans.
- Review individual support plans, risk and needs of Service Users.
- Continually review organisational procedure and guidance.



- Plan/manage/prioritise own time to include support to Service Users, office duty, monitoring and accurate record keeping within given timescales of policies, compliance with tenure and contractual requirements.
- Deliver a service which maintains a safe environment and meets legal obligations around health and safety, lone working.
- To build skills and confidence of Service Users
- To contribute to contractual service obligations
- Work in partnership with other agencies to maximise service delivery
- To work alongside support planners to ensure tasks and objectives identified in support plans are achieved within agreed time scales.
- To ensure that Service Users and tenancies are safe and secure
- Empower Service Users to maintain health and well being
- Share information appropriately
- To prepare/assist Service Users in dealing with any problems arising from their accommodation including repairs, disputes debts, rent arrears etc.
- To assist with move on accommodation
- Motivate and work creatively with Service Users to engage with their support plan, ensuring tasks are completed.
- Understanding of Equality and Diversity.
- To review the completion of Individual Support Plans, risk, needs and tasks ensuring they were SMART.
- To review procedures, guidance and team practise in team meetings/development days/additional tasks
- To review team meeting/supervision targets on a team and individual basis.
- To monitor engagement, risk, Service User outcomes, compliance with tenure, length of service
- To record and ensure correct collections of any ineligible for the service
- Have direct responsibility for physical resources i.e. tools, equipment, accommodation buildings and/or sites.

#### **4. GENERAL RESPONSIBILITIES**

- Promote a “no blame” and “can do” culture
- Continuously explore and champion opportunities for improvement and challenge the status quo.
- Promote a climate of equality for all
- Maintain organisational, client and colleague confidentiality
- Be honest and transparent at all times
- Be familiar with and demonstrate adherence to Framework’s organisational and service specific Policies and Procedures
- Adhere to the Organisations Code of Conduct
- To understand and actively promote the Organisations values (Respond/Respect/Empower)
- Identify your own development needs and actively seek opportunities to expand your knowledge, skill and experience to meet the developing needs of the service. Actively participate in the development of others
- Complete any other reasonable task delegated by line management.

#### **5. BREADTH OF THE ROLE**

Although the role reports to a team leader or assistant manager, a high level of initiative and autonomy is required when working out in the community and with individuals, to understand and identify risk, taking appropriate actions in any given situation.

A large portion of the role is spent responding and making decisions on the individual’s needs, also taking into account the needs and contractual requirements of the service.



## 6. KEY PERFORMANCE INDICATORS

- Knowledge and understanding of issues that affect homelessness
- Communicate effectively and appropriately
- Carry out and respond to practical tasks required for the role continually aware of any risks presented to self, Service Users, general public etc.- consistently acting in a way to minimise risk whilst following lone working procedures
- Reporting concerns appropriately as per policy and procedure
- The worker must store and update information appropriately- adhere to confidentiality and ensure that information is accessible within the service
- To work effectively during periods of change and the service moving forward
- To manage own time by planning, prioritising workload, signposting, liaising, working in partnership with outside agencies and targets set at supervision and appraisals including targets of throughput, writing actions/notes and incidents within time scales set at supervisors, appraisals as per policy and procedure
- Attend relevant training for personal and service development to enhance knowledge and share with the team and Service Users
- Contributing to the contractual requirements of the service.

## 7. KEY RELATIONSHIPS (Internal and External)

To build professional working relationships with stakeholders, outside agencies, internal services, partner agencies, etc. in order to achieve the overall purpose of the role.

## PERSON SPECIFICATION

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Service	<b>Various Services</b>
Service Group:	<b>Accommodation and Floating Support Services</b>
Job Evaluation Reference Number	<b>JE014</b>
Date completed	<b>11.08.2015</b>

**Key -A = Application Form      P = Pre employment checks      I = Interview      T = Test/Assessment**

**E = Essential Criteria      D = Desirable Criteria**

Factors	Competence level required	Where Evidenced?	Essential/Desirable
<b>Experience</b>	An understanding of issues faced by vulnerable individuals	A I	Desirable
<b>Knowledge / Qualifications</b>	Numeracy and literacy skills equivalent to NVQ level 1 or above	T	Essential
	Reads and comprehends written reports, risk, individual support plans	A	Desirable
	Demonstrates confidence and competence in recording notes/actions in service log, Service User files or inform	A	Desirable
	An understanding of the issues faced by homelessness, housing law, substance misuse, mental health, offending, DV, debt etc.	A I	Essential
	Understanding of housing management functions such as rent collection, void management, maintenance, move on and resettlement process	A I	Desirable
	Understands and demonstrates professional boundaries maintaining a professional distance whilst building effective and supportive non-dependant relationships.	I	Essential
	Understanding of welfare benefits and entitlements	A	Desirable

<b>Skills/Abilities- Interpersonal</b>	Openly and willingly share knowledge with others	A	Desirable
	Facilitates, motivates and empowers Service Users in the achievement of tasks and goals in their support plan	A	Essential
	Forms maintains and ends healthy and appropriate relationships	I	Essential
	Accurately follows instructions, policies and procedures	A I T	Essential



# Framework

For your future

	To work to deadlines/targets/time management whilst retaining a degree of flexibility.	I	Essential
<b>Skills/abilities- Other</b>	To have a non-judgemental attitude	A I	Essential
	Effective communications skills both face to face and otherwise	A I	Essential
	To work as part of a team whilst maintaining own caseload	A I	Essential
	Communicates sensitively with individuals at all levels in polite, clear, friendly but professional manner demonstrating empathy to others.	I	Essential
<b>Working Requirements</b>	Support/motivate Service Users through a process of change to achieve positive outcomes	A I	Essential
	Is competent in basic IT skills including Word, Outlook and emails	A	Essential
	Stays calm regardless of situation	I	Essential
	Constantly demonstrates a positive solution focussed attitude, identifying opportunities for their own, their team and Service Users development within given resources	I	Essential
<b>Equality and Diversity</b>	Demonstrates respect for difference and a positive attitude to diversity	A I	Essential