

## JOB DESCRIPTION

<b>1. JOB DETAILS</b>	
Job Title:	Support Planner
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):	0
Total number of staff managed:	0
Working Pattern:	Various
Salary Grade:	
Date Job Description Approved	
Date Job Evaluated	JE015
JE Reference Number:	

### **2. Main Job Purpose**

- To provide support to Service Users in a safe and maintained environment, by support planning, reviewing and assessing their individual risks and needs in order to prevent homelessness and secure and sustain chosen accommodation.

### **3. Main Job Duties and Responsibilities**

- Be responsible for assessing and evaluating the needs of Service Users, recording relevant information specific to person' s support needs and coordinating referrals into the service.
- To risk assess all referrals and develop appropriate risk management strategies enabling Service Users to take responsibility and address challenges.
- To prepare agreed support plans with Service Users. Support plans will be produced in agreed time scales, be SMARTER and involve the Service User in all aspects of their support. To regularly review and update the documented support plan.
- To ensure that tasks identified in support plans are communicated to Support Workers and that these tasks are clear, appropriate and agreed with the Service User.
- To enable Service Users to understand the requirements of independent living including budgeting, maintenance and use of leisure time.
- To liaise appropriately with Key partners, stakeholders and service providers to ensure appropriate support is offered to all Service Users.
- Where appropriate manage drop ins and surgeries ensuring Service Users are given appropriate advice to enable them to sustain their accommodation and to reduce the likelihood of them experiencing crisis.
- Carry out the practical tasks required of the job being continuously aware of any risks presented by the working environment and consistently acting in a way to minimise these risks.
- Carry out a client risk assessment with every new Service User identifying with them the risks presented by the Service User and any environmental risk. Complete agreed Risk Management Plans/ Strategies ensuring these enable Service Users to take responsibility and address challenges. Ensure Risk Management strategies are clear, appropriate and relevant and are communicated to the rest of the support teams. Regularly review risk assessments and risk management plans/strategies.

#### **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**

The individual performing this role will be required to plan and organise their own work. The complexities of activities demands co-ordination to effectively achieve the job' s end results. The job holder will need to be aware of the activities of other jobs and services because their job activity wither influences or is influenced by these.

This role provides housing related support. Treatment and other specialist service are generally delivered through referral to and in partnership working with agencies. The jobholder will need to demonstrate flexibility to ensure that they engage with all Service Users in their service.

The individual will be responsible for a case load and will be required to manage that case load effectively and fairly to deliver support to all their Service Users.

In addition, the job holder will be required to undertake other related tasks, such as organising Service User meetings, delivering training to Service Users and organising group activities with Service Users.

## **6. KEY PERFORMANCE INDICATORS**

Maintain Service User records in a timely fashion

Plan support with Service User' s as per contractual requirements.

Offer Service User' s appointment as per contractual requirements.

## **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**

Job Title:	<b>Support Planner</b>
Service	<b>Various Services</b>
Service Group:	<b>Various Services</b>
Job Evaluation Reference Number	<b>JE015</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**

<b>Factors</b>	<b>Competence level required</b>	<b>Where Evidenced?</b>	<b>Essential/Desirable</b>
<b>Experience</b>	Has an understanding of the issues that affect the client group	A I T	Essential
	Has experience of engaging with the Client group	A I T	Desirable
<b>Knowledge / Qualifications</b>	Able to apply knowledge of local provisions and services regarding move-on to progress Service Users independence	A I T	Desirable
	Numeracy and Literacy Skills equivalent to English and Maths GCSE A-C or equivalent qualification	A T	Essential
	Understands professional boundaries	I T	Essential

	Has an understanding of homelessness	A I T	Essential
	Has intermediate IT skills as a minimum	A I T	Essential
	Has an understanding of Safeguarding adults and children	A I T	Essential
	Has knowledge of the Housing Act	A I T	Desirable
	Has knowledge of the Homelessness Act		
<b>Skills/Abilities - Interpersonal</b>	Is able to show empathy and compassion	A I T	Essential
	Is able to communicate well	A I T	Essential
	Demonstrates active listening skills	A I T	Essential
	Has the ability to establish, plan, coordinate, facilitate and review action plans		
<b>Working requirements</b>	May require shift work and weekends	I	Essential
<b>Equality and Diversity</b>	Embraces and celebrates diversity	A I T	Essential
	Promotes and champions equality	A I T	Essential