



## **JOB DESCRIPTION**

<b>POST:</b>	Support Worker
<b>LOCATION:</b>	Buckinghamshire
<b>RESPONSIBLE TO:</b>	Service Co-ordinator (or nominee)
<b>DBS CHECK:</b>	This post is subject to Child & Adult Workforce Regulations

## **JOB PURPOSE**

This county-wide floating support service is for people who need support to manage and maintain their accommodation and reduce their threat of homelessness. Support workers will provide a flexible, practical service to resolve any issues that may be impacting on clients housing situation and support their independence.

## **KEY RESPONSIBILITIES**

- Act as individual 'Keyworker' to a group of identified clients, taking lead responsibility within P3 (and acting as lead contact with other services) for the co-ordination and delivery of their support.
- Work with clients offering supported opportunities for them to improve their quality of life, develop their skills and make decisions about their future.
- Work within P3's policies and style of operation - this will include tasks and day to day decision making relating to:
  - Providing general practical and emotional support to clients in order to promote their independence and recovery
  - Responding appropriately to chaotic and challenging behaviour to promote the well-being of clients and staff
  - To undertake training e.g. through attendance at formal courses
  - Providing an effective and responsive supportive service
- Liaise with Referral Teams/Agencies

- Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance. (within contracted time frames)
- Participate in assessing and reviewing future housing and support needs, identifying and coordinating internal and external services and referrals in response to these.
- Keep appropriate records of interventions with clients using a CRIS (Client Record Information System) Database and inform other staff of relevant issues.
- To ensure good working relationships with external agencies resulting in seamless service delivery and to attend external meetings and promote the service where necessary.
- Carry-out, as appropriate to the post, day to day tasks on a scheduled basis and when necessary in the absence of Support Workers, to ensure a continuity of service to the clients.
- Participate in the development and review of appropriate policies within the project.
- Liaise with external agencies including local statutory and voluntary services and ensure information is available to clients relating to these services.
- Encourage client's involvement in the development and operation of the service, facilitating appropriate consultation and participation, at all times promoting good practice in relation to client participation.
- Be aware of developments within the external environment in relation to current thinking and good practice in relevant areas of practice. Assist in finding ways to share these with the team; eg training, seminars, written reports.
- Share responsibility for the effective use of systems and procedures regarding clients and other records such as finance, staff communications, etc
- Provide a non-specialist support service with regards to prompting clients (where appropriate), to take prescribed medication on a day to day basis.
- Where necessary prompt and encourage clients in relation to personal hygiene and personal appearance.
- Where necessary assist in arranging appointments with the relevant professionals e.g. Social Workers, Probation Officers, Medical Staff.
- Provide advice and assistance to clients on personal budgeting, debt management and claims for welfare benefits
- Participate in the lone working 'guardian' rota to minimise risk for lone workers.
- Actively seek opportunities to promote the service using our Mobile Resource Vehicle
- Actively seek opportunities to deliver 121 support using our Mobile Resource Vehicle.

- Participate in the delivery of group sessions, drop in sessions and forums.

## **TEAM WORK**

- Be a member of the staff team working to provide a safe, sound and supportive environment, providing direction and support to the team where necessary.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individual service user's circumstances and preferences) aimed at enabling clients to live with reducing levels of support when appropriate

## **QUALITY**

- Deal with complaints in accordance with P3's agreed procedures.
- Ensure a high quality of service delivery meeting KPI's and quality standards and continually striving to improve service delivery..
- Share responsibility for good health and safety practices, including participating in fire drills, carrying out risk assessments and accident reporting, and reporting to line management any matters of concern.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

## **DEVELOPMENT**

- Undertake the P3 Induction programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Undertake development activities as necessary and appropriate to the role.

## **DELIVERING EQUALITY**

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

## **OTHER**

- Undertake such other duties appropriate to your role, as may be required from time to time, for example, including participating in the staff recruitment procedure.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's commitments to clients are fulfilled.
- Employees should be aware that this is a County wide service and may be asked to support clients in other area's other than their base.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3  
PERSON SPECIFICATION**

**Support Worker - Floating**

	<b>Essential</b>	<b>Desirable</b>
<p><b>Values</b> Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> <li>• A commitment to client involvement and empowerment.</li> <li>• Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.</li> <li>• Recognise and value all aspects of diversity</li> <li>• Understanding of and commitment to the importance of accessing training, learning and development opportunities</li> <li>• Understanding of those who use our services being enabled to have greater opportunities to exercise their rights</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Experience</b> It is <b>essential</b> that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> <li>• At least one years professional experience of working with vulnerable adults</li> <li>• At least three years experience of providing care and/or support services within another social care setting.</li> </ul>	<p>✓</p> <p>✓</p>	
<p><b>Knowledge and Understanding</b></p> <ul style="list-style-type: none"> <li>• Must have a sound understanding of the support needs of people who use our services</li> <li>• An understanding of the effects homelessness may have on individuals</li> </ul>	<p>✓</p> <p>✓</p>	

<ul style="list-style-type: none"> <li>• An understanding of homelessness</li> <li>• An understanding of Local Authority regulation</li> <li>• Knowledge of issues surrounding alcohol and substance misuse</li> <li>• Knowledge of benefits system</li> <li>• Knowledge and understanding of housing provision</li> <li>• Knowledge and understanding of external partner agencies</li> <li>• Good understanding of computers</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li></li> <li></li> <li></li> <li></li> <li></li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li></li> </ul>
<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative</li> <li>• Able to work as an integral member of a team</li> <li>• Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies</li> <li>• Must demonstrate effective interpersonal and communication skills</li> <li>• Must have ability to maintain accurate client records</li> <li>• Able to travel around the region</li> <li>• Must be able to respond flexibly to the needs of clients</li> <li>• Ability to work flexible hours</li> <li>• Good computer skills with the ability to record information on a database system. Skilled in using Microsoft office products such as Outlook, Word, Excel etc.</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Commitment and desire to complete NVQ/QCF if not already completed</li> <li>• NVQ/QCF Level 2 or 3 in a social care field</li> <li>• There must be substantial evidence of commitment to personal and career development relevant to the post.</li> <li>• Must hold a full and current United Kingdom Driving</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li></li> <li>✓</li> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> <li>✓</li> <li></li> <li></li> </ul>

Licence and have access to a vehicle.	✓	
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