



JOB DESCRIPTION

POST: Senior Support Worker

LOCATION: Buckinghamshire

RESPONSIBLE TO: Service Coordinator

JOB PURPOSE:

To assist the Service Coordinator in the overall management of the service and provide direct support to clients, ensuring the provision of an effective and responsive Housing Support Service on a day to day basis.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- To advise, support and motivate clients who approach the service.
- Provide support, information and advice to clients across a range of needs including accommodation
- Through the effective marketing of services assist in ensuring that an adequate number of clients are accessing the service.
- To signpost clients to local support services and other agencies, according to individual client needs.
- To ensure the effective delivery of an integrated and holistic service that responds to the needs of the clients.
- To develop and maintain appropriate contacts in the local community and work in partnership with all relevant agencies.
- Aim to improve health and wellbeing by providing relevant information and advice.
- Encourage client involvement in the development and operation of the service, facilitating appropriate consultation and participation
- To ensure that all Operational Policies, Procedures and Statutory Regulations are implemented and observed at all times eg Confidentiality Policies, Health &

Safety Policies etc.

- To help ensure that service premises are adequately maintained to provide a welcoming, comfortable, safe environment.
- To fully participate in the development of new systems, programmes and initiatives.
- To interview clients and assess their needs by enabling them to identify their own personal goals and objectives.
- To provide practical information and advice relating to issues such as budgeting, welfare benefits, employment, training, housing, health issues, etc.
- To make appointments with referral agencies according to the clients needs.
- To ensure the effective delivery of an integrated and holistic service that responds to the needs of the clients.
- To ensure that clients are positively involved in their own development
- To support and advise your peers when dealing with escalated or complex advice cases.
- To support and motivate staff and volunteers.
- Raise awareness of P3 services with relevant external agencies and in the community.
- Assist in the induction of new staff and volunteers.
- To promote effective client involvement in P3 activities wherever possible and appropriate.
- To ensure that the Housing Support Service operates in line with all relevant legislation i.e. Data Protection Act etc.
- To keep full and accurate records of work.
- To ensure that clients receive timely and useful feedback regarding their outcomes.
- To ensure that your caseload of clients have relevant and up to date support plans, needs assessments and risk assessments of a good quality and are completed within the required time frame.
- To fully participate in P3's training programme.
- To fully participate in systems of Quality Assurance, performance indicators and outcomes.

- To provide verbal and written reports to the Service Coordinator and Operations Manager as required.
- To ensure good communication between all staff members, other agencies and with clients.
- To ensure the office is adequately maintained and stocked, including taking responsibility for stationary and cleaning product orders
- Deputise for the Service Coordinator in their absence. Including (but not limited to) attending external meeting where appropriate and managing the referrals process.
- Participate in the 'out of hours' rota (until 5.30pm) and provide flexibility to work outside of normal business hours should the need arise.
- Participate in the lone working 'guardian' rota and support the Service Coordinator to ensure it is being completed effectively by all staff to minimise risk for lone workers.
- Participate in ensuring the Mobile Resource Vehicle is utilised effectively by all staff to carry out support and promote P3.
- Where required carry out staff support and supervision sessions.
- Participate in evidencing Quality and Outcomes for the service as requested by Commissioners.
- To have a reduced caseload and manage Allocation process in cooperation with Service Coordinator.
- To take the lead (in co operation with the Service CoOrdinator) with Service promotion, including attendance at local agencies

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- To attend staff meetings and any other meetings that will be beneficial.
- To motivate and support your peers
- To occasionally chair Local Team meetings in Service Coordinator is unavailable.
- To present at base office as much as appropriate to fulfil role as Senior supporting the team and management.

QUALITY

- Deal with Complaints in accordance with P3's agreed procedures.
- Share responsibility for good Health & Safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend Health and Safety training.
- Ensure effective liaison with the Health & Safety Officer wherever necessary.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role including QCF amongst others.
- Keep up to date with information relating issues such as welfare benefits, employment, training, housing etc.

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 and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

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**

Senior Support Worker

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. ✓ • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. ✓ • Recognise and value all aspects of diversity ✓ • Understanding of and commitment to the importance of accessing training, learning and development opportunities ✓ • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights ✓ • Management practice that demonstrates leadership with a vision for continuous improvement. ✓ 		
<p>Experience</p> <p>It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years professional experience of working with vulnerable people <p>OR;</p> <ul style="list-style-type: none"> • Some relevant personal experience <p>OR</p> <ul style="list-style-type: none"> • At least three years experience of providing care and/or support services within another social care setting. <p>and</p> <ul style="list-style-type: none"> • Demonstrated supervisory or senior experience 	N/A	

<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the needs of people who use our services • An understanding of the issues vulnerable people face • Knowledge of issues surrounding alcohol and substance misuse • Knowledge of benefits system • Knowledge and understanding of housing provision • Knowledge and understanding of external partner agencies • Good understanding of computers 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Ability to empathise and communicate effectively with young people both on a one to one and group work basis. • Must have ability to maintain accurate service user records • Must be able to respond flexibly to the needs of service users • Ability to use database systems and word processing and produce quality documents using a computer • Confident user of computers including email. • Able to work flexible hours • Able to take an effective leadership role and motivate staff 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • Commitment and desire to complete NVQ/QCF if not already completed • NVQ/QCF Level 2 or 3 in a social care field 	<p>✓</p>	<p>✓</p>

<ul style="list-style-type: none">• There must be substantial evidence of commitment to personal and career development relevant to the post.	✓	
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