JOB DESCRIPTION

POST: Support Worker

LOCATION: Solihull

RESPONSIBLE TO: Service Manager (or nominee)

DBS CHECK: This post is subject to Adult Workforce Regulations

JOB PURPOSE:

To improve the lives of people using our services by providing direct support services to individual or groups of individuals. This includes being a point of contact with Referring Agents and Partnership Agencies to ensure effective liaison arrangements with respect to individual support are continued and enhanced.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- Providing emotional and practical support, advocacy and advice on housing-related issues.
- To be the first point of contact for referrals and completing assessments upon entry into the service.
- Signposting to other organisations, education/training opportunities and employment support.
- 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.
- Supporting clients to access suitable move-on accommodation and providing support with the transition into the new accommodation.
- Supporting clients to build their resilience and recovery, including develop positive coping mechanisms and preventing and tackling crisis if/when they arise.
- 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

- Make decisions with regard to withdrawal of services to maintain a safe environment

- Actively ensure the security of the building including monitoring of CCTV systems

- Liaise with referral team regarding vacancies and referrals

- Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance.

- Keep appropriate records of interventions and progress with clients and inform other staff of relevant issues.

- First point of contact and liaising with mental health and social care professionals and service, i.e social workers, GP's, to ensure wellness and safety plans are implemented.

- Supporting clients to access specialist services for specialist and ongoing needs, i.e. alcohol/drugs/addiction issues, psychology, counselling.

- Provide advice and assistance to clients on personal budgeting, debt management and claims for welfare benefits including monitoring of rental accounts and encouraging regular payments.

- Arranging and delivering group activities to cultivate positive relationships between residents.

- Encourage client involvement in the development and operation of the service, facilitating appropriate consultation and participation.

- 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.

- Share responsibility for the effective use of information systems and procedures regarding clients and other records, eg finance and staff communications.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.

- Participate, with other staff, in providing a broad range of activities and services (which take into account individual clients circumstances and preferences) aimed at enabling clients to live with reducing levels of support when appropriate.

HOUSING MANAGEMENT AND QUALITY

- Help keep the properties/project functioning, clean and in good repair, including:
    - making arrangements for repairs;
    - dealing with disputes between clients
    - clean office and communal areas on a scheduled basis and notifying Solihull Community Housing of void rooms to maximise occupancy
- Assist in ensuring effective housing management including:
    - Monitoring and ensuring the prompt notification of vacancies, and investigation of possible abandonment's, so that voids are minimised.
    - Monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner and clients are advised and assisted to claim welfare benefits as appropriate.
    - Ensuring that the inspection of rooms/properties and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with tenancy agreements and management agreements.
    - To liaise appropriately with partner Landlords and Contractors to ensure that planned and day to day maintenance works are identified and carried out with appropriate timescales.
- Work with clients to ensure skills are in place to maintain tenancy.
- Deal with complaints in accordance with P3's agreed procedures.
- Ensure service meets the quality agenda as set out by Local Authority and continually strive to improve service delivery.
- Share responsibility for good health and 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 and Safety Officer wherever necessary.
- Ensure health and safety of clients by using basic first aid skills and calling for emergency assistance / evacuation of site as 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.

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.

- Must hold a full and current United Kingdom Driving Licence and have access to a vehicle.

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

	Essential	Desirable
Values Must be able to demonstrate the following values; • 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	✓	
Experience It is **essential** that you are able to demonstrate experience of one of the following: At least one years professional experience of homelessness	✓	
Personal experience of homelessness	✓	
At least three years experience of providing care and/or support services within another social care setting.	✓	

Knowledge and Understanding Must have a sound understanding of the support needs of people who use our services	✓	
An understanding of the effects homelessness has on individuals	✓	
An understanding of relevant legislation		✓
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		✓
A good ability to use computers	✓	
Skills and Abilities Able to work on own initiative	✓	
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	✓	
Must have ability to maintain accurate client records	✓	
Able to travel around the region	✓	
Must be able to respond flexibly to the needs of clients	✓	
Qualifications Commitment and desire to complete NVQ/QCF if not already completed	✓	
NVQ/QCF Level 2 or 3 in a social care field		✓
There must be substantial evidence of commitment to personal and career development relevant to the post.	✓	
Must hold a full and current United Kingdom Driving Licence and have access to a vehicle.	✓	