



## **JOB DESCRIPTION**

<b>POST:</b>	Support and Reconnection Worker
<b>LOCATION:</b>	Lincolnshire
<b>RESPONSIBLE TO:</b>	Service Manager (or nominee)
<b>DBS CHECK:</b>	Subject to Adults Workforce regulations

### **JOB PURPOSE:**

Working in collaboration with a number of key partners across Lincolnshire the Support and Reconnection service aims to rapidly intervene to provide support to non-UK nationals who are either identified as at risk of rough sleeping or are rough sleeping.

As a Support and Reconnection Worker you will provide support, advice and interventions to help end rough sleeping for non-UK nationals.

### **KEY RESPONSIBILITIES**

#### **DELIVERING SERVICE**

- To have an awareness of Clients support needs and work towards supporting Clients to access accommodation, to be reconnected or access employment
- Act as an 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.
- Participate in assessing and reviewing future support needs of Clients and in identifying and co-ordinating internal and external services in response to these
- Work with external agencies on behalf of or regarding Clients
- To assist Clients with day-to-day support as required
- To recognise signs of distress in Clients and identify ways to reduce this
- Responding appropriately to chaotic and challenging behaviour to promote the well-being of Clients and staff
- Keep appropriate records of interventions with Clients and inform other staff of relevant issues

- Facilitate regular consultation and action to enable Clients to make decisions concerning their support
- Attend training identified as key to the development of the role
- Attend supervision with the line manager for the post and any additional support
- If required, participate in on-call to ensure adequate cover is maintained for service delivery, where appropriate.

## **TEAM WORK**

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

## **QUALITY**

- Deal with complaints in accordance with P3's agreed procedures.
- Ensure service meets the quality agenda as set out by funders 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.

## **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

## **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**

**Support Worker**

	<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>• Relevant personal experience</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>✓</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 relevant legislation</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>• Basic understanding of computers</li> </ul>	<p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<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>• Must be able to respond flexibly to the needs of clients</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• NVQ/QCF Level 2 or 3 in a social care field</li> <li>• There must be evidence of commitment to personal and career development relevant to the post.</li> <li>• A driving licence and use of a vehicle</li> </ul>	<p>✓</p> <p>✓</p>	<p>✓</p>