



Job Description

Post Title: **Support Worker**

Responsible to: **Regional Manager**

Responsible for: **n/a**

Main purposes of the Job:

1. To ensure that every tenant and service user is provided with appropriate support to acquire the skills and knowledge to live independently and to cope with parenthood
2. To ensure safe, secure and high quality accommodation in which the support can be provided.

Key Achievement Areas:

1. Interview applicants for accommodation and/or support and assess their individual support needs
2. To provide day-to-day support to the tenants/service users within your specified work place.
3. To be responsible for the implementation of the organisations rent collection and arrears policy including collecting rents from the tenants and supporting them in claiming Housing Benefit
4. To induct new tenants into the accommodation and/or service and make an initial assessment of support required using LIFE individual support plans
5. Ensure support plans are kept up to date and reviewed regularly and action any identified need from the individual support plans including reviewing the risk assessment.
6. Provide a housing management service ensuring repairs and maintenance issues are dealt with and tenancy condition are adhered to and the premises are kept in a clean and tidy condition.

7. Maintain all records and statistics in line with the policies and procedures manuals using the SPM software system in relation to your specific house or community area.
8. To implement the Life skills programme within a LIFE house or in the service user's own home through individual sessions.
9. To liaise with professionals and agencies who provide related support services and move on accommodation.
10. To attend, provider forums, LIFE group meetings or other relevant meetings arranged by voluntary and statutory services.
11. Implement Health and Safety procedures relating to the accommodation, lone working practices and Safeguarding including the production of reports for Social Services on request.
12. Organise and attend regular house meetings, and support tenants and service users in contributing to service improvements.
13. To assist in the training of new Support Workers and the supervision of volunteers including tenant peer mentors.
14. To contribute to the continuous improvement of the service through involvement in working parties, sharing good practice and project work.
15. Abide by and take responsibility for the implementation of, LIFE's equality and diversity policy in all aspects of service delivery and working practice. To contribute positively to identifying and developing service improvements.
16. To attend all mandatory training as stated within the Induction pack and the LIFE's Annual Training Programme.
17. To provide a telephone On Call service out of hours as part of a rota involving all support workers

Grade A Support Workers will hold additional responsibilities including:

- Mentoring of Support Workers
- Deputising for the Regional Manager at inter-agency or Head Office meetings
- Deputising for the Regional Manager by arranging Support Worker cover, confirming diaries, authorising petty cash and orders and making decisions on risk assessments
- Recruitment of staff

This list is not exhaustive and the Regional Manager may designate other tasks in response to the service needs.

Key Personal Contacts:

Internal: All staff teams

External: Service agencies, external partnership organisations

Special Features of Job:

No job profile can cover every issue which may arise within the post at various times, and the job holder is expected to carry out other duties as requested by the Regional Manager from time to time.

Grading criteria; All staff are initially employed at level C grade until they have completed their nine month induction period. At this time the Line Manager will either make a permanent appointment at a higher Grade or continue to employ at a Grade C level.

Members of staff who wish to access the Grade A level will need to meet a set criteria which includes achieving or working towards a NVQ in Social Care or similar qualification.

Section Organisation: Housing

Prepared by: *Vicky O'Brien HR & Customer Services Manager*

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Person Specification

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Leadership		
Proven team building and team working skills committed to the vision, mission and values of the charity.	✓	
Ability to command respect	✓	
Communication		
Communicates effectively and openly at all levels.	✓	
Good verbal and written communication skills.	✓	
Experience of communicating effectively with customers to identify their needs, preferences and demands.	✓	
Good IT skills	✓	
Strategic Ability / Innovation		
Willingness to contribute to the development of services.	✓	
Experience in delivering results.		✓
Service Delivery		
Experience in the delivery of support and/or care services.		✓
Understanding of principles of budgetary control.		✓
Ability to keep simple financial records	✓	
Providing services to vulnerable clients.	✓	
Evidence of a participative approach, involving customers and staff in service provision.	✓	
Knowledge and understanding of performance based management in a customer focused service organisation.		✓

Experience/Knowledge/Qualifications	Essential (Tick)	Desirable (Tick)
A good level of literacy and numeracy.		✓
Proven experience of working within a care and/or support service.		✓
Relevant qualification.		✓
Knowledge and practical experience of Supported Services.	✓	
Knowledge of needs assessment and support planning.	✓	
Knowledge of the Housing Benefit and welfare benefits systems	✓	
Understanding the needs of vulnerable people.	✓	
Understanding and experience of promoting equality in employment and service delivery		✓
Knowledge of Health and Safety legislation		✓
Personal Qualities		
Ability to work with people at all levels.	✓	
Positive outlook with outgoing and approachable personality.	✓	
Ability to work on own initiative.	✓	
Handles pressures of meeting targets and deadlines and supports others where possible.		✓
Ability to prioritise and plan work.	✓	
Committed to the vision, mission and values of the charity.	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	
Car driver / owner		✓