



Job Description

Title:	Pregnancy Matters™ Senior Support Worker
Accountable to:	Link Manager
Responsible for:	Clients within Pregnancy Matters™ Housing service
Location:	Various
Contract Type:	Permanent
Working Hours:	Various
Benefits:	25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Access to an Employee benefits platform

Main purposes of the job:

- 1) To deliver a Pregnancy Matters™ service which provides clients with emotional, housing and practical support according to their needs.
- 2) To provide safe, secure and high quality accommodation to clients
- 3) To provide the necessary support to enable and empower clients to maximise their potential and gain the skills to live independently
- 4) To work with Pregnancy Matters™ online team to manage referrals through the referral pathway
- 5) To provide support to the Link Manager

Key achievement areas:

- 1) To receive referrals and action within the guidelines in the policy and procedure.
- 2) To interview and risk assess referrals for Pregnancy Matters™ support and assess their individual support needs.
- 3) To provide day-to-day support for clients within supported accommodation or in the local community.
- 4) To complete support plans with the clients and review regularly and action any identified need from them, including reviewing the risk assessment.
- 5) To source and identify positive working relationships with external agencies including funding opportunities.
- 6) To facilitate a housing management service ensuring repairs and maintenance issues are reported.
- 7) To ensure tenancy conditions are adhered to and the premises are kept in a clean and tidy condition. To act on any breaches of tenancies.
- 8) Ensure clients are informed and are supported to access appropriate welfare benefits, health and other support services through a multi-agency approach.

- 9) Prepare and submit social service reports, attend case conferences and LAC reviews.
- 10) Take responsibility of ensuring that client rents are paid and income is maximised
- 11) Maintain all records and statistics in line with organisational policy and procedures using IT software.
- 12) To implement a programme of support within groups or individual sessions including accredited qualifications relevant to the client group.
- 13) Liaising with professionals and agencies who are supporting our clients and who provide move on accommodation.
- 14) To have an awareness of service budgets and identify any potential savings.
- 15) To assist with training of new Support Staff
- 16) To provide support to the Regional Support Worker and Link Manager
- 17) To ensure continued and ongoing personal development. Able to identify and source own training/development.
- 18) Adhere to Health and Safety procedures relating to the buildings, lone working practices. Carry out necessary Health & Safety checks as requested.
- 19) Ensuring Safeguarding procedures are adhered to including the production of reports for social Services on request. Carry out risk assessment for clients and their visitors
- 20) Abide by and take responsibility for the implementation of Life's Equality Policy in all aspects of service delivery and working practice. Contribute positively to identifying and developing service improvements which respond to equality and diversity issues.
- 21) Organise and attend regular meetings with clients to facilitate their contribution to service improvements.
- 22) Identify gaps in provision to assist in service development
- 23) Identify additional funding streams and fundraising initiatives
- 24) To provide a telephone On Call service out of hours as part of a rota involving all support workers

Safeguarding Children & Adults at Risk of Harm:

- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.
- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirements of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.

- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold it's vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

This position is subject to an enhanced DBS/Access NI check and is open to women only (*Exempt under the Equality Act 2010 Schedule 9, Part 1)

Post title: Pregnancy Matters™ Senior Support Worker

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Team Working		
Proven team working skills and commitment to the vision and values of the charity	✓	
Flexible and adaptable to the team and services needs	✓	
Possessing the authority, presence and integrity to command respect from colleagues within the Charity, and from external contacts.	✓	
Strategic Ability / Innovation		
Ability to be pro-active and contribute to the development of services		✓
Experience in delivering results		✓
Service Delivery		
Experience in the delivery of support and caring environment	✓	
Understand of principles of budgetary control		✓
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Proven experience of working within a care and housing support service		✓
Minimum of a level 2 listening skills or counselling degree		✓
Knowledge and of needs assessment and support planning		✓
Knowledge of Housing Benefit and Welfare Benefits systems		✓
Knowledge of Health & Safety Legislation		✓
Understanding the needs of vulnerable people, promoting equality in all aspects of service delivery	✓	
Computer literate, with knowledge of MS Office	✓	
Administration skills and ability to deal with complex enquires and clients	✓	
Understanding of Safeguarding Children & Adults	✓	
Communication		
Good written and verbal communication skills	✓	
Ability to promote the Charity to a wide range of individuals and external contacts	✓	
Experience of communicating effectively with clients, volunteers and other relevant bodies.	✓	
Ability to deal with vulnerable people sympathetically and in a non-judgemental manner	✓	
Communicates effectively and openly at all levels	✓	

Personal		
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	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

Approved By: Beckie Reeves

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