



## Job Description

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|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title:</b>           | Senior Support Worker – Supported Housing                                                                                                                                                           |
| <b>Accountable to:</b>  | Area Services Manager & Area Services Coordinator                                                                                                                                                   |
| <b>Responsible for:</b> | Clients within the Housing Service                                                                                                                                                                  |
| <b>Location:</b>        | Slough                                                                                                                                                                                              |
| <b>Contract Type:</b>   | Permanent                                                                                                                                                                                           |
| <b>Working Hours:</b>   | Various                                                                                                                                                                                             |
| <b>Benefits:</b>        | 25 days holiday plus bank holidays (pro rata), Pension scheme, Flexible working arrangements, Birthday leave after 1 years' service, Paid mileage for travel to locations other than base location. |

### Main purposes of the job:

- To provide additional support to the Area Services Coordinator and Manager as required
- To champion Life and the services it offers internally and externally
- To deliver a high quality service which provides clients with emotional, housing and practical support according to their needs
- To provide safe, secure and high quality accommodation to clients
- To work in a trauma informed way to empower clients to maximise their potential and gain the skills to live independently
- To ensure referrals are managed through the referral pathway in conjunction with the wider team

### Key achievement areas:

- 1) To assist with induction and training of new staff across the team in line with organisational expectations.
- 2) To provide additional support to the Area Service Coordinator or Manager as necessary to maintain high quality service delivery.
- 3) Able to identify own training and development needs and source appropriate resources to maintain own CPD and contribute towards the wider teams CPD.

- 4) To champion Life in professional networks and seek new opportunities to establish positive working relationships and promote Life's services.
- 5) To proactively ensure Voids are managed to reduce the financial impact on the charity.
- 6) To receive referrals and action within the guidelines of the identified referral pathway.
- 7) To interview and risk assess client referrals to identify their individual support needs.
- 8) To provide day-to-day support, in a trauma informed way, for clients within supported accommodation or in the local community.
- 9) To complete support plans and review regularly with clients to ensure any support needs are relevant and being met, including reviewing the risk assessment.
- 10) To facilitate a housing management service ensuring repairs and maintenance issues are reported.
- 11) To work with clients to ensure tenancy conditions are adhered to and the premises are kept in a clean and tidy condition.
- 12) To work with the Area Service Coordinator to follow up any breaches of tenancies.
- 13) Ensure clients are informed and are supported to access appropriate welfare benefits, health and other support services through a multi-agency approach.
- 14) To work with clients and the Area Services Coordinator to maximise income through ensuring rents are paid and arrears are managed appropriately.
- 15) Maintain all records and statistics in line with organisational policy and procedures using IT software.
- 16) To implement a programme of support within groups or individual sessions. Utilising both internal and external resources as appropriate.
- 17) Working in partnership with other professionals and agencies who are supporting our clients and who provide move on accommodation.
- 18) To work with Area Services Coordinator and Manager to remain on budget and identify any potential cost savings.
- 19) Adhere to Health and Safety procedures relating to the buildings and lone working practices. Carrying out necessary tasks as directed by the Area Services Coordinator or Manager.
- 20) Ensuring Safeguarding procedures are adhered to including the production of reports for social care on request. Carry out risk assessment for clients and their visitors.

- 21) Work in line with 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.
- 22) Organise and attend regular meetings with clients to facilitate their contribution to service improvements.
- 23) Share feedback and ideas around current provision to assist in service development
- 24) To work with the Area service Coordinator and Manager to identify additional funding streams and fundraising initiatives
- 25) To provide a telephone On Call service out of hours as part of a rota involving all support workers
- 26) Must be able to work flexibly and hold current driving licence

### **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.

## Post title: Senior Support Worker – Supported Housing

| Personal skill characteristics                                                                         | Essential (Tick) | Desirable (Tick) |
|--------------------------------------------------------------------------------------------------------|------------------|------------------|
| <b>Leadership</b>                                                                                      |                  |                  |
| Experience of supporting/mentoring/training new members of staff to adjust into their role effectively | ✓                |                  |
| Ability to influence and gain respect from colleagues within the charity, and from external contacts   | ✓                |                  |
| Ability to be pro-active and contribute to the development of services                                 | ✓                |                  |
| <b>Business Management / Service Delivery</b>                                                          |                  |                  |
| Understanding of principles of budgetary control                                                       |                  | ✓                |
| Knowledge of Health & Safety Legislation                                                               |                  | ✓                |
| <b>Team Working</b>                                                                                    |                  |                  |
| Proven team working skills and commitment to the vision and values of the charity                      | ✓                |                  |
| Flexible and adaptable to the team and services needs                                                  | ✓                |                  |
| <b>Experience / Knowledge / Qualifications</b>                                                         |                  |                  |
| Proven experience of working within a charity                                                          |                  | ✓                |
| Proven experience of working within a similar role in a related sector                                 | ✓                |                  |
| Relevant level 3 qualification                                                                         | ✓                |                  |
| Minimum of a level 2 listening skills or counselling qualification                                     |                  | ✓                |
| Experience of needs assessment and support planning                                                    | ✓                |                  |
| Knowledge of Housing Benefit and Welfare Benefits systems                                              | ✓                |                  |
| Experience of writing reports for safeguarding purposes                                                | ✓                |                  |
| 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                            | ✓                |                  |
| Experience of Safeguarding Children & Adults                                                           | ✓                |                  |
| Ability to make decisions with confidence                                                              | ✓                |                  |
| <b>Communication</b>                                                                                   |                  |                  |
| Strong verbal and written communication skills                                                         | ✓                |                  |

|                                                                                                                      |   |  |
|----------------------------------------------------------------------------------------------------------------------|---|--|
| Communicates effectively and openly at all levels                                                                    | ✓ |  |
| Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands | ✓ |  |
| Ability to promote the charity to a wide range of individuals and external contacts                                  | ✓ |  |
| Ability to deal with vulnerable people sympathetically and in a non-judgemental manner                               | ✓ |  |
| <b>Personal</b>                                                                                                      |   |  |
| 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: Karen Proudlock

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