

JOB DESCRIPTION	
JOB TITLE	Support Worker
DEPARTMENT	Client Services
REPORTING TO	Local Manager
DIRECT REPORTS	N/A
OUT OF HOURS	Will be working some weekends and bank holidays. Shift pattern includes early and late shifts and may include overnight sleep in shifts.
JOB PURPOSE	To work with clients to ensure positive outcomes and to maintain safety and security of building a service delivery.
KEY RESPONSIBILITIES	To support residents of the service to identify and work towards recovery focused goals. To ensure the safety and security of the building, clients and colleagues.
MAIN DUTIES	
1	To work alongside clients and other professionals to identify recovery focused goals and to co-produce support plans in order to achieve outcomes.
2	To work within a trauma informed, strengths based and recovery focused model which keeps the client at the heart of service delivery.
3	In conjunction with colleagues assess risk and develop robust and dynamic risk management plans using a harm minimisation approach.
4	To work with clients and relevant local services to plan and support move-on from the service and the resettlement of residents.
5	To liaise and develop effective joint-working with other agencies and professionals to ensure an effective wraparound service.
6	To ensure that all work with clients is recorded promptly using the organisations client records system.

7	To ensure that all new clients are appropriately inducted into the service and that all necessary paperwork is completed.
8	To support residents with maximising income, including ensuring all relevant benefits are claimed and housing costs are met.
9	To ensure the security of the building, including monitoring CCTV.
10	To participate in regular Health & Safety checks of common areas and clients flats.
11	To work with housing management team to ensure rent is paid promptly and any arrears issues are addressed.
12	To support clients to report any maintenance issues, and to monitor and report maintenance issues in common areas.
13	To attend all identified training, team meetings and supervision meetings as directed.

HEALTH AND SAFETY

The post holder must comply with the Association's Health and Safety and Fire Safety Policies and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must cooperate with management in all respects for the full implementation of the Health and Safety/Fire Safety Policy

PERSON SPECIFICATION

Requirements	Essential	Desirable
Education &		

Qualifications		
Experience	<p>Experience working with vulnerable adults with complex needs.</p> <p>Experience working with in at one of the following areas:</p> <ul style="list-style-type: none"> • Substance Misuse • Street Homelessness • Mental Health • Offending 	
Knowledge	<p>Understanding of at least one of the following:</p> <ul style="list-style-type: none"> • Trauma Informed approaches • Strengths based practice • Recovery focused support • Psychologically Informed Environments <p>Understanding of the causes of homelessness and its impact on individuals.</p> <p>Knowledge of the benefits system.</p>	
Skills and Abilities	<p>Ability to deal with challenging behaviour</p> <p>Ability to manage own workload and prioritise effectively</p> <p>Able to carry out comprehensive</p>	

	<p>needs and risk assessments and translate these into effective client led support plans.</p> <p>The ability to communicate effectively with a range of people.</p> <p>Ability to develop effective trusting relationships with clients while maintaining professional boundaries.</p> <p>Able to work on own initiative without direct management input.</p> <p>Good IT skills including Microsoft office.</p>	
Personal Qualities	<p>Flexible in approach</p> <p>Solution focused</p> <p>Calm & resilient</p> <p>Friendly and approachable</p> <p>Proactive and creative when faced with problems</p> <p>Enjoys working as part of a team</p> <p>Values diversity</p>	
Other		

Key: E=Essential

D= Desirable

