



JOB DESCRIPTION

POST:	Support Worker
LOCATION:	Rotherham
WORK BASE:	Office based with travel
RESPONSIBLE TO:	Service Coordinator (or nominee)
DBS CHECK:	This post is subject to Adult and Child Workforce regulations

JOB PURPOSE:

To provide trauma-informed support to single people and families residing in emergency and temporary accommodation provided by Rotherham Metropolitan Borough Council. This role is vital in aiding in the management of tenancies, providing emotional support, addressing barriers preventing access to long term accommodation, and enabling people and families to set up a home and live independently.

KEY RESPONSIBILITIES

Service Delivery

- Act as individual 'Keyworker' to a group of people taking lead responsibility for the coordination and delivery of their support.
- Complete assessments with people we work alongside to ensure a thorough understanding of their needs, goals, strengths, skills, talents and abilities.
- Ensure support is delivered in a psychologically informed way in line with PIE & TIC.
- Liaise with agencies and wider support networks to ensure a thorough understanding of the needs, goals, strengths, skills, talents and abilities of people we work alongside.
- Co-produce with people we work alongside Support and Safety Plans that recognize and builds upon their strengths, skills, talents and abilities.
- Work closely with agencies including Rotherham Metropolitan Borough Council, and the wider support networks of people we work alongside, to ensure Support and Safety Plans align.
- Complete face-to-face 'keywork' sessions with people we work alongside, and where necessary agencies and wider support networks, in both accommodation and community settings.

- Provide advice on issues including housing options, maintaining a tenancy, welfare assistance, accessing healthcare, setting up a home and accessing education and employment opportunities.
- Provide practical support including help with housing applications, budgeting, benefit applications, grant applications and setting up utility bills.
- Raise awareness of community and/or digital assets that can aid people we work alongside's journey to independence.
- Where requested complete referrals to wider support services and/or help facilitate access to community and/or assets.
- Upon exiting service build with people we work alongside Sustainability Plans to enable them to live independently.
- Work within P3's policies and procedures including tasks and day to day decision making relating to:
 - Providing general practical and emotional support to people we work alongside to promote their independence.
 - Providing an effective and responsive supportive service ensuring procedures are followed to ensure the safety of those in service.
 - To undertake training appropriate to the role e.g. through attendance at formal courses to upskill or in relation to changes in local/national policy.
- Encourage participation from people we work alongside to ensure continuous service improvement, facilitating appropriate consultation/engagement.
- Keep appropriate records of interventions with people we work alongside and inform other staff of relevant issues or changes in circumstances.
- Adhere to Safeguarding legislation and local procedures.
- Ensure the effective use of information systems for the purpose of gathering and recording service data.
- Work in a way that is aligned and upholds our culture and values.

Health and Safety

- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, and reporting to line-management any matters of concern.

Development

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of 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.
- Undertake development activities as necessary and appropriate to the role.
- Promote the service by attending Community Engagement events and stakeholder meetings.

Delivering Equality

- Foster a culture where the equality, diversity and rights of others are respected and where people are valued as individuals.
- Work within the framework of P3's equality and diversity policy at all times.
- Promote the rights and needs of people who use P3 services in the community.

Other

- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.
- 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 the people we work alongside are fulfilled.
- You may be required to transport people you work alongside in your own transport.
- This role is office based with regular travel in and around the community you are supporting. Occasional home working may be available with prior agreement from the line manager.

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

	Essential	Desirable
<p>Values</p> <ul style="list-style-type: none"> • A commitment to our involving people we work alongside and empowerment • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience</p> <p>It is essential that you are able to demonstrate one of the following:</p> <ul style="list-style-type: none"> • At least one years' experience of providing support to vulnerable people or families in a community or accommodation-based setting • Lived experience of homelessness or accessing housing related support services or accommodation-based support 	<p>✓</p> <p>✓</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Understanding of the political and social context within which voluntary organisations provide support services • Understanding of the principles of trauma-informed care and how that can be implemented • Understanding of the support needs of people who access our services • Understanding of Safeguarding legislation • Understanding of Equality and Diversity legislation • A working knowledge of relevant legislation 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritize workload • Able to work as an integral member of a team • Able to establish and maintain constructive relationships with a wide range of stakeholders • Demonstrate effective interpersonal and communication Skills • Able to maintain accurate records • Confident user of e-mail • Flexibility to respond to the needs of the service. • Able to empathize and communicate effectively with vulnerable people • Full UK driving license and access to a vehicle 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Qualifications</p> <ul style="list-style-type: none"> • NVQ/QCF Level 2 or 3 in a social care field • There must be substantial evidence of commitment to personal and career development relevant to the post 	<p>✓</p>	<p>✓</p>