



**SPITALFIELDS CRYPT TRUST
JOB DESCRIPTION**

- Post Title:** Support Worker
- Responsible to:** Supported Housing Manager
- Purpose of Post:** To provide personalised support and interventions for those experiencing homelessness and addiction issues, and to create a safe environment that empowers residents to make positive changes in their lives.
- Hours of work:** 35 hours per week Monday to Sunday (shift work). Shifts vary between 08.00am and 8.00pm. You will be required to work approximately one weekend in four (from 08.00am to 8.00pm, Saturday and Sunday). In addition, you will receive an allowance for taking on-call responsibilities (approximately one week in five).
- Salary:** Up to £30,892 per annum, inclusive of an additional £1,000 unsociable hours allowance for weekend shift work (approximately one weekend in four)
- Location:** Acorn House, 116-118 Shoreditch High Street, E1 6JN
- Benefits:** Annual leave of 25 days (excluding bank holidays) plus an additional day's leave per annum, Employee Assistance Programme, Contributory Pension Scheme inc. employer-matched contributions of up to 5%

Introduction:

Spitalfields Crypt Trust (SCT) is an East London charity embedded in the local community, providing practical support and training to people affected by homelessness and addiction. We are passionate about the people and communities we support and embrace creative, innovative and inclusive ways of working that build on our collective strengths. We provide a Recovery Hub (including an abstinence-based residential treatment centre, an addictions counselling programme and a Training and Development Programme), supported housing, a Housing First service, community support, charity shops and two social enterprises. All our services support people in recovery from addictions to rebuild their lives. Our integrative approach is based on the concept of 'Recovery Capital', a whole-person approach taking into account physical, cultural, social, human and spiritual factors and assets.

We seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select candidates for interview based

on their skills, qualifications, experience and commitment to the values and purposes of SCT.

Role and Responsibilities:

Housing and Service Delivery

- Provide strong and effective support to residents in Acorn House that focuses on their strengths and goals, and is delivered in a personalised way and within a framework of active engagement and co-production
- Developing and reviewing support plans that reflect the interests and aspirations of residents
- Induct new residents in line with the service's policies and procedures and support them to continue in their journey towards recovery from addiction
- Carry out assessments of those referred to Acorn House, and induct new residents
- Ensure the fundamental needs of residents are met including good quality accommodation and facilities, healthy food, advice and guidance around benefits, and alcohol and drug testing (to help maintain an abstinent environment)
- Deal with the immediate support needs of residents as appropriate, providing crisis intervention where necessary
- Support residents in addressing physical and mental health issues, including liaison with primary and secondary health teams
- Ensure residents are supported through court or welfare rulings (if necessary)
- Ensure effective and compliant administration of resident data using a bespoke Salesforce- based platform (In-Form)
- Ensure Housing Benefit and Services Charges are collected and managed effectively
- Monitor resident's physical and mental health, ensuring appropriate support is provided
- Be flexible and responsive at all times to meet the changing needs of the service and the service users and ensuring high quality support is provided.
- Ensure each resident's support plan is written, monitored and reviewed as appropriate to reflect their changing needs.
- Ensure residents progress and engage with other SCT programmes (when required)
- Ensure conditions and requirements relating to any contracts or management agreements are applied throughout SCT's services
- Work effectively as part of a team, attending team/ staff meetings and making a positive contribution to the development of the team and wider SCT services
- Effectively control and manage financial records appropriate to the duties of the post (petty cash/rent)

- Participate in a feedback culture for continuous improvement
- Promote social inclusion for residents, supporting them to access all benefits available to them
- Support residents with physical and mental health issues, including liaison with mental health teams within the community.
- Ensure all repairs and maintenance needs are raised

Monitoring and Evaluation

- Maintain accurate records of residents on In-Form

Operational Support

- Comply with Health and Safety, including but not limited to any fire maintenance, risk assessments and complete room checks and raise any risks to the Supported Housing Manager
- Ensure equipment of all applicable facilities is in good working order
- To provide an on-call/out-of-hours service when required
- Carry out other duties as may reasonably be required

Special Conditions

- This post requires the holder to work varying shifts between 08.00 am and 8.00 pm and participation in the call rota system (for which an additional allowance is paid)
- The post-holder is required to work weekends as part of a rota and Bank Holidays when required
- On occasions you may be requested to change your rota to ensure the requirements of the service are covered
- In accordance with the guidelines on Health and Safety, to accept responsibility for working within these guidelines and reporting any concerns to the Supported Housing Manager

Person Specification

	Essential	Desirable
Skills/ Knowledge	<ul style="list-style-type: none"> • Knowledge of issues that affect people with substance misuse and addiction issues • Excellent interpersonal and communication skills • Knowledge of treatment concepts and therapeutic approaches • Knowledge of drugs and alcohol and their effects • Knowledge and practical experience of using In-Form 	An understanding of statutory and legal requirements
Experience	<ul style="list-style-type: none"> • Experienced in carrying out assessments developing and reviewing support plans • Experienced in dealing and working with groups in a challenging environment • Good level of IT skills (MS Office) • Understanding of working with people with complex needs 	Experience of working in supported housing and/or treatment recovery programmes
Behaviours	<p>Delivering Results</p> <ul style="list-style-type: none"> • Delivers great outcomes through our vision and strategy, effectively planning and meeting targets. • Makes effective, data-driven decisions <p>Role Modelling/Leading by Example</p> <ul style="list-style-type: none"> • Is an inspiring role model for others, building trust and living our Vision / Mission and principles and delivering our services accordingly <p>Continual Improvement</p> <ul style="list-style-type: none"> • Consistently seeks to improve how we do things to achieve and embraces change and innovation <p>Effective Communication</p> <ul style="list-style-type: none"> • Communicates clearly, effectively, and honestly. Listens to others and adapts communication to suit them <p>One Team</p> <ul style="list-style-type: none"> • Works with others as one team, actively collaborating to achieve a shared vision. Building relationships across SCT, sharing information and expertise. 	