

ROLE PROFILE

JOB TITLE	Support Worker
SERVICE PROVISION	Rough Sleeping Support Service (RSSS)
SCALE POINT	Scale Range 22-23
CONTRACT TYPE	Permanent
LINE MANAGER	Senior Support Worker/Team leader/Service Manager
DATE OF ISSUE	October 2026

Service Description:

The role will provide support as part of an integrated support service for people at risk of rough sleeping. The purpose of the service is to provide safe, sustainable accommodation for people at risk of rough sleeping, and work with them to facilitate a move-on to suitable, sustainable and settled housing. The RSSS comprises of:

The Registry

High support accommodation with 24/7 support.

Kingsway House

Medium support accommodation and N2NO beds with 24/7 support.

Specific Duties:

Service Users
1. Manage a caseload of service users through a trauma informed, strength-based approach, carry out assessments and co-develop Individual support plans to assist move-on. 2. Undertake risk assessments in partnership with service users and other agencies involved, to ensure that appropriate risk management plans and safeguarding processes are implemented. 3. Develop a support plan with all service users and ensure this links in with PCC's Personalised Housing Plan (PHP) 4. Undertake at least weekly one-to-one support sessions with services users on their caseload. 5. Assist service users to learn and develop essential life-skills that will enable them to begin to work towards more independent living, including: budgeting, housing/tenancy process, and any other life-skills identified in support plans. 6. Promote harm minimisation where possible, including when facilitating the needle exchange. 7. Work intensively and consistently with your caseload, supporting them to identify and overcome barriers to change to improve their quality of life. 8. Support and encourage service users to participate in the group work/one-to-one activities within the life skills programme provided to help them achieve the outcomes identified in their support plans.

9. Make referrals where appropriate and /or signpost service users to other services in Portsmouth, liaising with other support/agencies where needed.
10. Work in partnership with colleagues and other agencies, both statutory and voluntary to provide effect support and achieve the best outcome for service users.
11. Work closely with PCC Housing Needs and Advice Support Team (HNAS) and PCC Housing Management to ensure that current accommodation provisions are optimal for the service user.
12. Be responsible for the ongoing monitoring of support plans for people on your caseload including liaising with colleagues across the service to ensure that service users receive continuity of support.

Accommodation

1. Support the landlord (PCC) to book new service users into the accommodation and help them understand the terms and conditions of their Licence or Tenancy Agreement, including their rights and responsibilities under their Agreement.
2. Ensure that all service users understand their obligation with respect to the payment of their accommodation charge and advocate to the Landlord where appropriate.
3. Liaise with the landlord to ensure that all routine maintenance and repair work is reported, and follow up as appropriate.
4. Ensure that service users participate in regular house meetings to encourage them to resolve disputes amicably and to consult with them on service delivery and development.

Finance and Administration

1. Account for and record all incoming monies, including rent and petty cash, in accordance with the Society's Financial Procedures.
2. Adhere to the Handling Client Monies Policy when a services user receives individual support with managing their own money.
3. Ensure all relevant service user information is uploaded to the appropriate IT system and is regularly updated.
4. Maintain service user case notes and records to the standard required including any handover logs.

Health and Safety

1. Participate in ensuring that the hygiene and cleanliness of communal areas are maintained to the appropriate standards.
2. Participate as required in all regular health, safety and fire checks and procedures.
3. Ensure that all accidents and incidents are reported following the correct procedures.

4. Ensure that all safeguarding concerns relating to service users are reported following the correct procedures.
5. Adhere to the Society's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you.
6. Participate as required in regular welfare & room checks with all service users.
7. Ensure all needle exchange processes are followed correctly and equipment as appropriate.
8. You will be required to undertake training and administer naloxone.
9. Ensure all first aid training and processes are followed correctly and equipment as appropriate.

Additional Requirements:

1. Provide day to day work-based support for Homeless Support Workers when required.
2. Attend all staff meetings, supervision and reflective practice and other meetings as required.
3. Participate in setting, monitoring and achieving annual organisational and team targets.
4. Attend all training courses as agreed with your Line Manager.
5. Adhere to all of SSJ's Policies and Procedures.
6. Willingness to work flexibly in order to meet the needs of the service, which include weekends and occasional shift cover.
7. Pro-actively pursue good relationships with neighbours and local community.
8. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.

Experience, Knowledge and Ability – it is DESIRABLE for the successful candidate to demonstrate the following:

Understanding of homelessness, mental ill health and drug and alcohol use and how these are inter-connected and impact on people's lives

Understanding of PIE and trauma-informed models and how these apply to this client group

Ability to work creatively to meet the needs of service users in what might be challenging or restricted working environments

Self-awareness and capacity to prioritise self-care in a challenging working environment and role

Ability to liaise with and work alongside colleagues from partner agencies to meet the needs of service users within complex and sometimes challenging structures

Experience of working with diverse client groups with complex circumstances to secure improvements in their housing, healthcare or employment

Knowledge of harm minimisation/ treatment options which are available for clients who use substances, experience mental ill health, and are experiencing homelessness

Experience of delivering structured interventions, or desire to learn and access appropriate coaching, training and development opportunities

Knowledge of other local organisations providing support and interventions to people with complex needs

Knowledge and understanding of health and safety issues relating to working in a support environment

Knowledge of safeguarding and protection procedures and protocols for vulnerable adults

Knowledge of the welfare benefits system

Understanding of lone working procedures and staying safe at work

Understanding of confidentiality and data protection

Understanding of Equality and Diversity, in relation to both employment of staff and access to services by clients

Understanding of risk assessments and risk management and how to work with behaviour that is challenging

Literacy skills sufficient to write effective and succinct case notes
Excellent interpersonal skills with the ability to initiate and maintain constructive and appropriate relationships with clients and agencies from across the public services sector (both statutory and voluntary)

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Core Competencies - All staff are required to:

- Be open and approachable
- Be honest and fair
- Be willing to listen to and share ideas
- Be a team player
- Be able to use own initiative to make decisions and be accountable for them
- Find constructive ways to deal with conflict
- Be able to build trusting relationships with colleagues, service users and other stakeholders
- Be aware of own behaviour, maintain professional boundaries at all times and demonstrate self-awareness at all levels.
- Consistently demonstrate a commitment to the values and ethos of the organisation
- Be able to use IT systems and email effectively.
- Be able to communicate effectively in all ways with other people