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Single
Homeless
Project

Job title:	Support Worker
Delegated Authority:	Level 7
Team:	Wandsworth
Responsible to:	Team Managers
Responsible for:	N/A

Job purpose



As a support worker, your primary purpose is to provide comprehensive support to residents within a supported accommodation setting. Your role encompasses a wide range of responsibilities aimed at ensuring the well-being, safety, and development of residents.

You will be responsible for implementing holistic support strategies that address the emotional, practical, and housing management needs of residents. This includes assisting with practical daily tasks, facilitating access to educational and employment opportunities, and maintaining a safe living environment in accordance with organisational practices.

Additionally, you will manage individual caseloads, create tailored support and safety plans, and regularly assess their effectiveness. Collaboration with residents and other professionals is essential in this process to empower people and ensure their needs are met.

Your role also involves daily shift delivery, operational functions, and liaising with stakeholders to address dynamic needs efficiently. Furthermore, you will act as an advocate for residents, collaborate with professionals from various disciplines, and facilitate a cohesive team environment through active participation and support.

Compliance with health and safety standards, accurate record-keeping, and adherence to relevant policies and procedures are integral aspects of your role. Additionally, your commitment to continuous learning, reflection, and contribution to service improvement

initiatives will contribute to the overall quality of care provided to residents.

In summary, your job purpose as a support worker is to provide holistic support, ensure safety and well-being, facilitate resident development, and contribute to the effective operation and continuous improvement of supported accommodation services.

Key accountabilities

Holistic Resident Support and Housing Management

- Provide comprehensive support, encompassing emotional, practical, and housing management assistance.
- Aid in daily living tasks like cleaning, cooking, shopping, and managing finances.
- Encourage and assist residents in accessing educational, employment, leisure, and social activities, fostering personal development.
- Ensure residents are abiding by the terms of their housing license and maintaining a safe living environment.
- Follow organisational practice, particularly those related to safety, wellbeing, and psychologically informed environments.

Support and Safety Plan Management

- Manage a caseload of 3-6 individuals, providing tailored support.
- Lead on creating, updating, and reviewing support and safety plans regularly ensuring they remain relevant and effective for each resident's needs.
- Employ a collaborative approach in developing these plans, actively involving residents in the process to empower them and encourage ownership of their personal goals and safety strategies.
- Regularly assess the effectiveness of these plans, adjusting as needed in response to changing circumstances or evolving needs of the residents.
- Build trust and rapport with residents, particularly those who may be resistant or hesitant, using a person-centred approach to engage them in the planning process.
- Utilise a range of assessment tools and techniques to accurately identify the needs and risks associated with each resident, ensuring comprehensive and tailored plans.

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- Work closely with other professionals, incorporating their input into safety and support plans to provide a holistic approach to resident care.
 - Educate and guide residents in understanding and implementing their own safety and support plans, encouraging self-sufficiency and resilience.

Daily Shift Delivery and Operational Management

- Ensure 24/7 availability of support, maintaining a responsive and safe service.
- Address health and safety matters promptly.
- Ensure safe levels of staffing and cover for each shift.
- Liaise with different stakeholders and adapt to dynamic needs and tasks efficiently.

Professional Liaison and Advocacy

- Collaborate with professionals like social workers, healthcare workers, and mental health specialists to ensure comprehensive care.
- Act as an advocate for residents, ensuring their needs are communicated and respected.
- Recognise when it is necessary to refer residents to other agencies for specialised support and care. This may involve navigating challenging situations and working closely with residents to prepare them for engagement with these external services, ensuring a smooth and supportive transition.

Team Collaboration

- Actively participate in team meetings, sharing insights, updates, and feedback from individual caseloads, contributing to a collaborative environment where every team member's input is valued.
- Engage in regular training and development sessions to enhance skills and knowledge, ensuring the highest standard of care is provided to residents.
- Offer support and assistance to team members, understanding that a cohesive team approach enhances service quality and resident outcomes.
- Collaborate on joint initiatives or projects within the team, such as in community outreach, or organising resident activities, to foster a sense of community and enrichment within the accommodation.

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- Provide and receive constructive feedback within the team, fostering a culture of continuous improvement and professional growth.
 - Work alongside management to identify areas for service improvement, contributing ideas and feedback from the frontline perspective to enhance overall service delivery.
 - Engage in reflective practice sessions, individually and as a team, to assess the effectiveness of interventions and identify areas for personal and professional development.

Health and Safety

- Ensure compliance with health and safety standards in all aspects of work.
- Manage responsibilities during lone working situations with appropriate communication and adherence to safety protocols. Additionally,
- Actively participate in health and safety trainings, conduct regular risk assessments, and promptly address any hazards or safety concerns in the workplace.

Record Keeping and Reporting

- Maintain accurate records of residents' progress, challenges, and significant incidents.
- Prepare and submit reports as required, adhering to confidentiality protocols.

Policy and Procedure Compliance

- Stay informed about and compliant with local and national good practices in mental health and supported accommodation services.
- Regularly review and update personal knowledge of policies and procedures to ensure alignment with the latest standards and practices in the field.
- Educate and guide residents in understanding and following relevant policies and procedures to promote a safe and effective living environment.
- Collaborate with management and team members to continuously improve service delivery in line with policy updates and evolving best practices.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Health and Safety Compliance: Knowledge of regulations and protocols, ensuring adherence to health and safety standards.
- Policy and Procedure Adherence: Understanding and adherence to relevant policies and procedures in supported accommodation services.

Skills and Abilities

- Person-Centred Support Approach: Ability to create collaborative support plans, build rapport, and foster collaboration with residents.
- Case Management and Assessment Skills: Proficiency in managing caseloads, conducting assessments, and analysing data to identify resident needs.
- Interdisciplinary Collaboration: Strong communication and coordination skills to work with professionals from various disciplines.
- Record Keeping and Reporting: Proficient in maintaining accurate records and preparing reports while adhering to confidentiality protocols.
- Continuous Learning and Improvement: Commitment to ongoing training, participation in reflective practice, and contributing to service improvement initiatives.