

## **JOB DESCRIPTION**

Job Title: SENIOR SUPPORT WORKER  
Department/Location: Dibden Road  
Manager: Homeless Services Manager  
Salary Range: NJC Sale 18-25

### **Overall purpose of the job:**

To work with and for homeless people in line with the Trust's mission and in the most acceptable, professional way and ensuring good practice. Liaise closely with outside agencies and other services within the Trust.

Work according to a rota system of early and late shifts with sleep in duties that will include weekends.

### **Performance Outcomes:**

Assess residents' abilities and develop an achievable resettlement action plan for individual residents, involving them and getting them to work together with other residents where appropriate

Review progress of assigned residents

Maintain records, including resident records, as directed

Record all financial transactions

### **Main Tasks & Activities:**

Be responsible for overseeing the management of the accommodation for your assigned residents, in line with the aims and ethos of the Hostel.

Assess, monitor and review clients' ability in support of their own goals and aspirations

Assist clients to develop an achievable resettlement action plan and help them to gain practical skills to meet the targets set out in the programme.

Develop with residents in their accommodation a 'community agreement' (cleaning rotas, shared food, health and safety etc). Ensure that the community agreement is adhered to and mediate in disputes arising from breaches to the agreement.

Facilitate and assist in the skills training of residents.

Adhere to the robust system of risk management plan of the Trust for your own health and safety and that of the residents when lone working

Liase with and support all staff and other outside professionals who are involved with a residents' resettlement programme ensuring that the residents' best interests are prioritised.

Respect residents' rights at all times, and ensure that they are treated with respect and dignity. Actively encourage residents to be involved in decisions affecting their lives, such as routines in their cluster, their resettlement plan etc. so that they develop increased self-confidence and self worth.

Review with management the progress of all residents assigned to them at agreed regular intervals.

Participate fully in the overall running and well being of the project by undertaking and being responsible for specific duties as assigned by the manager or their team leader.

Adhere to the Quality Assessment Framework and the Trust's contractual agreement with the Integrated Commissioning Team in all work practice and procedure

Attend regularly all staff meetings and other team meetings as directed by the management.

Promote and represent the Trust at any outside forum attended.

Be aware of and follow all of the Trust's procedures including those relating to fire, health and safety, residents, personnel, public and press relations etc.

Maintain records, such as residents' files and action plans, general records, fire drills etc.

Work directly with residents and ex residents ensuring their various needs are met in the most appropriate manner and within the constraint of limited resources.

Carry out sleep in duty as part of a rota system

Work with residents in a way which maintains an appropriate balance between taking unnecessary risks and being over protective.

Record **all** financial transactions and ensure the Trust's financial procedures are adhered to.

Be aware of and comply with the requirements of the Registered Homes Act 1984 and subsequent amendments, when on duty in a registered care home.

Liaise with other agencies and professionals where appropriate, such as GP's, CPN's, Social Workers, Housing Officers, Welfare Benefits etc.

**Minimum requirements to progress to NJC 24 and 25:**

Acquisition of NVQ 3 or equivalent.

Evidence of leadership in a particular activity of relevance to the team. eg responsibility for project worker supervision.

Evidence of meeting individual goals set at appraisal and demonstration of the above points will be needed to progress up the incremental scale.

Completion of the training requirements set out by the National Care Standards 2000 requirements and psychological Informed environments good practice guide 2012

SIGNED BY JOB HOLDER:

DATE:

SIGNED BY MANAGER:

DATE:

## PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	<b>Essential</b> Without which the post holder could not be appointed	<b>Desirable</b> Extra qualities that can be used to choose between candidates with all essential criteria.	<b>Method of Assessment</b>
<b>Qualifications</b>	NVQ Level 2 Health & Social Care (or equivalent)	NVQ Level 3 Health & Social Care (or equivalent)	Certificates
<b>Experience</b>	Minimum 2 years' experience of working with any of the following client groups: single homeless, substance misusers, ex-offenders, mentally ill or learning disabled.	Experience (paid or voluntary) of work within a Hostel setting  Experience with self-injurious, and aggressive behaviours	Application form, interview, references.
<b>Skills &amp; Ability</b>	Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient  Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour.  Able to remain calm and deal with difficult/challenging behaviour, in accordance with agreed policy, and in a non-confrontational manner. Including death, fire, self-injurious behaviour, suicide attempts.  Be innovative and practical in approaching clients' needs, particularly those who perceive that they have failed in the past.  Be assertive and a good communicator, both verbally and in writing, at all levels.  Have the ability to manage	Experience of attending regular statutory multi agency meetings  Have basic IT skills	Application form, interview, references.

	time effectively and possess good organisational skills.		
<b>Knowledge</b>	<p>An understanding of complex needs of service users</p> <p>Have an understanding of and the ability to implement anti-discriminatory practice</p> <p>Understanding of Safeguarding Vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with vulnerable adults</p>	Knowledge of community care and other related issues.	Application form, interview, references.
<b>Other</b>	<p>Be prepared to follow instruction from management and when on duty.</p> <p>Willing to undertake any appropriate training as required (core and specialist training)</p> <p>Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays and sleep-ins</p> <p>Have a cheerful, positive, outgoing personality, highly motivated, with the ability to motivate others.</p> <p>Be capable of working alone, whilst also being an effective team player.</p>	<p>Self-Awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	Application form, interview, references.