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**Senior Support Worker**

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| **Main Purpose of the Job** |
| To work with and for homeless people in line with St Martin’s mission and in the most acceptable, professional way and ensuring good practice. Liaise closely with outside agencies and other services within St Martin’s. Work according to a rota system of early and late shifts with sleep in duties that will include weekends. |

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| **Main Duties and Responsibilities** | |
| 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 St Martin’s for your own health and safety and that of the residents when lone working * Liaise 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 St Martin’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 St Martin’s at any outside forum attended. * Be aware of and follow all of St Martin’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 St Martin’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. |
| Behaviour | * Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient * Be assertive and a good communicator, both verbally and in writing, at all levels. * Have the ability to manage time effectively and possess good organisational skills. * Have a cheerful, positive, outgoing personality, highly motivated, with the ability to motivate others. * Be capable of working alone, whilst also being an effective team player. |

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| **Dimensions** |
| Job Title: Senior Support Worker  Department/Location:Dibden Road  Manager: Homeless Services Manager  Salary Range: NJC Sale 9-18  **Minimum requirements to progress to NJC 16 to 18:**  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 |

**Person Specification**

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| Essential | Desirable |
| Minimum 2 years’ experience of working with any of the following client groups: single homeless, substance misusers, ex-offenders, mentally ill or learning disabled. | NVQ Level 2 Health & Social Care (or equivalent) |
| Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour. | Experience (paid or voluntary) of work within a Hostel setting |
| 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. | Experience with self-injurious, and aggressive behaviours |
| Be innovative and practical in approaching clients’ needs, particularly those who perceive that they have failed in the past. | Knowledge of community care and other related issues. |
| An understanding of complex needs of service users | Have basic IT skills |
| Understanding of Safeguarding Vulnerable adults | Experience of attending regular statutory multi agency meetings |
| Awareness of good professional  boundaries, particularly in relation to working with vulnerable adults |  |
| Be prepared to follow instruction from management and when on duty. |  |
| Willing to undertake any appropriate training as required (core and specialist training |  |
| Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays and sleep-ins |  |
| Have an understanding of and the ability to implement anti-discriminatory practice. |  |