**JOB DESCRIPTION**

# Job Title: Support Worker (Supported Accommodation services)

**Responsible to:** Supported AccommodationManager

# Place of Work: Across Chichester & Arun

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| **Hours:** | 37hrs hours per week – hours include some early mornings and weekends on Rota |
| **Pension:** | All eligible staff will be auto enrolled into a stakeholder pension scheme. |
| **Contract:** | 1 x full-time post FTC to June 2021 with possible extension for 12 months |
| **Annual Leave:** | 33 days (including bank holidays). |

**Purpose of Job Role:**

To enable adults who may have experienced a number of complexities including homelessness, Mental Health issues, substance misuse problems or are in some other way socially disadvantaged to live as fully independently as possible. The aim of the role is to support and empower our clients to increase their life skills, self-management and confidence to successfully sustain independent living. This is achieved through the provision of intensive engagement and individualised support, tailored to the specific needs of each client who accesses our service

Due to the nature of the work and the working environment the post-holder will often be lone working and will not readily have support and/or supervision available. The post-holder will therefore need to be able to respond immediately to crisis situations or instances of challenging behaviour whilst in the community by assessing the situation as it arises and the consequent level of risk to the service user and others.

**Main duties & responsibilities**

1. Using a person-centered model and Trauma-Informed Care approach, work directly with those in our services in a positive, persistent, proactive and assertive way to secure meaningful engagement to bring about sustained outcomes for them, in order to relieve their homelessness and prevent cyclical rough sleeping or entrenchment.
2. Assist clients to use the facilities in a friendly and compassionate manner understanding their individual needs and ensuring we deliver functional services to them.
3. Take a proactive approach towards compassion and case management, working with the identified cohort and other agencies to design & deliver effective interventions that create sustained pathways out of homelessness and increase engagement with services.
4. To lead, co-ordinate and manage a caseload of between 10-15 (low – medium support) individuals who are in our supported Accommodation service using the following process:

* Produce an individual holistic assessment incorporating the views of the client and partners, including risk information, triggers and actions to be taken to minimise the potential impact of risk for the client and staff supporting the client.
* Produce an individual tailored support, action and personalised housing plans with the client and partners that addresses the areas of identified need.
* To work with clients and colleagues to create a Psychologically Informed Environment (PIE) that promotes health and wellbeing.
* Ensure that the voice of the client is heard in all aspects of the case management process and is articulated to all partners involved.
* Set up and regularly maintain detailed case files with properly documented correspondence and evidence of decision-making processes and statutory safeguarding actions.
* Lead and facilitate case reviews quarterly with client and all professionals linked to their support.
* To work in a flexible manner and tailor the service according to the agreed identified needs of the individuals in the cohort to achieve positive and sustainable success
* To undertake the role of advocate where appropriate

1. Develop and maintain effective working relationships with our partner organisations, external agencies and relevant voluntary & statutory agencies and individuals over a wide range of issues affecting our clients
2. To promote the client’s independence and meaningful community presence.
3. To support clients in undertaking household tasks and responsibilities – this includes domestic work (and to enable them to maintain their tenancy agreement – when applicable).
4. To support the client in managing their own finances and budgeting.
5. To support the client in accessing worthwhile community resources and facilities including other Stonepillow services such as Revive and Restore
6. To take an active role in house/tenant meetings.
7. To maintain maintenance & environment checks for your allocated projects.
8. To ensure evidence-based practice is adhered to by monitoring and evaluating the support given in the project and service, including:

* Maintaining individual, up to date and accurate client data by inputting information onto Stonepillow’s ‘In-Form’ database system.
* Produce reports on service outcomes and provision for funders and in-house quarterly reviews.
* Collate and report on quantitative and qualitative data in line with MHCLG, Stonepillow and District Council needs.
* Risk assessments and goal setting within a strength-based model.

1. To keep well informed of changes and developments in relevant housing, homelessness legislation and benefits. To be engaged in professional development and personal development in the area of Housing and Homelessness.
2. To deliver or co-facilitate groups or workshops as well as greet and encourage clients to engage with external groups running in community services.

**Compliance with Organisational policies and regulatory requirements**

* Abide by Stonepillow policies and procedures and regulatory requirements at all times and in particular:
  + Health and Safety
  + Adult and Child Safeguarding, Professional Boundaries, Duty of Care
  + Confidentiality, Information Sharing protocols and General Data Protection Regulations.
* Ensure all service policies and procedures are regularly reviewed and well embedded.
* Play an active part in the development and implementation of organisational wide policies and procedures.

**Equality and Diversity**

* Promote and embed a proactive approach to equality and diversity – by attitude, example and approach.
* Undertake equalities impact assessments and reviews.

**General**

* Maintain personal development and career aspirations including participation in 1;1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Maintain at all times the ethos, values and behaviours of Stonepillow

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

**Appointment to this position is subject to satisfactory enhanced disclosure via the Criminal Records Bureau**

**Appointment to this post is subject to a satisfactory enhanced disclosure via the Disclosure & Barring Service**

September 2020