



## **JOB DESCRIPTION INTENSIVE SUPPORT WORKER**

**Location: Leeds**

**Hours: 37 hours per week (shift worker)**

**Salary: £20,272.77**

**Beacon's aim is to focus on Prevention & Early Intervention (risk of homelessness, rough sleeping), Sustainment (independent living, health, employment) and Integration (within communities, increasing confidence)**

### **Purpose of the post**

To provide focused, short term housing related support to clients with complex needs in an Intensive Supported Environment (ISE – Hostel). The aim is to support clients to move onto supported dispersed accommodation or to secure their own accommodation in the community within the contracted timescales.

### **Duties & responsibilities**

To support clients to achieve their individual goals by undertaking comprehensive risk and needs assessments based on their complex needs in order to develop tailor made support plans in line with the Beacon remit on obtaining relevant benefits and assisting people to move into their own individual secure accommodation.

Undertake a key worker/co-key worker role.

Undertake comprehensive risk and needs assessments and support plans with clients based on their complex needs

Work co-productively with clients, volunteers, peer mentors and professionals from partner agencies to provide an appropriate, responsive service.

Provide comprehensive information and advice to clients regarding appropriate housing and support options

Develop and maintain liaison with referral and support agencies in order to ensure a multi-disciplinary approach to clients' needs

To at all times work within, adhere to and promote Beacon's Safeguarding procedures to ensure that clients are safe from harm and abuse.

Able to use a computer and data collection software and be able to carry out administrative & monitoring tasks associated with the running of the service

Implement the admissions policies of the service, including issuing and monitoring Occupancy/Licence Agreements.

Maintain relevant written/electronic confidential records in line with Data Protection legislation and Beacon policies and procedures.

Collect any rent and charges that are due from clients and to maintain accurate records of these in line with Beacon policies and procedures.

To undertake housing management duties in respect to room cleaning and preparation.

Address and report issues of anti-social behavior appropriately and inform line managers.

Report repairs and maintenance needs in line with Beacon procedures

Work at all times as part of a team, this includes working with other staff, attending team and staff meetings and developing a team work approach to all aspects of the organisation's work.

Be inducted, supervised, performance managed and appraised in line with the organisation's performance management policies and procedures

Meet individual performance standards as required against Beacon performance and contracted funding requirements.

Supervise the work of volunteers, students or work placements on a daily basis including supporting them to carry out support work tasks

Demonstrate a commitment to client participation in line with Beacon policies and procedures.

Be responsible for own personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness

Promote client empowerment and peer mentoring

Promote and work within financial policies and procedures with clients regarding personal charge collection and arrears control

Represent the service positively and professionally at organisational and external meetings

Operate within the aims, policies and practices of the organisation at all times and to be committed to and promote the organisation's equal opportunities and anti-discriminatory policies

Provide information about the organisation as a whole and in particular the Beacon Service to people/agencies interested in the organisation's work

Undertake any other duties commensurate with the post as determined by the organisation

**Specific requirements of the post**

Able to work a flexible pattern that encompasses early & late shifts, weekends and bank holidays according to the needs of the service. Shift changes may be required at short notice as will covering at other parts of the Beacon Intensive Support Service.

**Physical conditions**

Some light lifting and cleaning of accommodation is occasionally required.

**Social conditions**

We reserve the right to move staff to other areas within the Beacon service as and when required so as to meet organisation requirements.

**Qualifications**

An NVQ Level 3 in IAG, Housing, Management and Health and Social Care or equivalent is desirable.

**Special requirements**

Beacon requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult. The organisation undertakes an Enhanced Disclosure & Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

Written May 2018.

Next Review: By May 2021



## PERSON SPECIFICATION INTENSIVE SUPPORT WORKER

Detailed below are the essential and desirable criteria required of applicants for the above post. The “Essential Requirements” indicate the minimum requirements, whilst the “Desirable Requirements” are additional attributes to enable the applicant to perform the duties of the post more effectively, or with little or no training. They are not essential but may be used to distinguish between acceptable candidates

### ESSENTIAL REQUIREMENTS

#### Experience

- Of working effectively with people who have complex needs in either a paid or voluntary capacity
- Of working effectively with voluntary and statutory agencies
- Of key working, risk management and support planning processes
- Housing management e.g. familiar with Housing Benefit issues, voids management, tenancy agreements, re-housing processes)

#### Qualifications

- Good literacy & Numeracy skills

#### Skills

- Good written and verbal communication skills incorporating the ability to communicate with people
- Ability to use a computer, particularly Word and Outlook
- An understanding of the need for confidentiality and data protection when dealing with confidential information
- Ability to assess risk and need and plan for positive goals and outcomes
- Ability to respond appropriately to conflict and challenging behaviour
- Adhere to and work within policies and procedures
- Excellent organisational skills including time management, planning and working under own initiative

#### Knowledge

- The issues relating to homelessness and vulnerability
- An understanding of, commitment to and ability to work within Safeguarding policies and procedures

**Behavioral and Other Job Related Characteristics**

- Demonstrate a respectful, supportive attitude to clients
- Understanding of the diverse needs of individuals and be able to treat everyone fairly and equally
- Committed to empowering clients to become involved in the organisation and its surrounding community
- Able to plan, organise and undertake own workload appropriately
- Enthusiastic, reliable, motivated and resilient (calm under pressure)
- Understand, establish and be committed to professional boundaries
- Committed to own learning and development and new ways of working
- Demonstrate commitment to the organisation's values and aims
- Able to work flexibly to meet the needs of the clients and the service.

**DESIRABLE REQUIREMENTS****Skills**

- Hold a current full driving licence, and access to a car.

**Qualifications**

- A relevant academic or vocational qualification e.g. in Social Work, IAG or an NVQ in Housing, Health and Social Care or equivalent.

Written: May 2018

Review Date: By May 2021