



## JOB DESCRIPTION

### SENIOR INTENSIVE SUPPORT WORKER

**Location: Leeds**

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

**Salary: £26,415.45**

**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 work with the Intensive Support Manager to ensure that the service provides focused, short term housing related support to clients with complex needs. This will be in an intensive supported environment with the aim of supporting clients to move onto supported dispersed accommodation or to secure their own accommodation in the community within the contracted timescales. You will also undertake a key worker role and deputise for the Intensive Support Manager where appropriate

#### **Duties and Responsibilities of the Post:**

To take a role in and support the manager with ensuring all staff are recruited, inducted, supervised, developed, appraised and managed in line with the organisation's recruitment and performance management policies and procedures.

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

Identify both individual and team training needs for the attention of the Intensive Support Manager.

To ensure good, professional, working relationships are developed and maintained with other organisations and support agencies in order to establish co-productive working to ensure a multi-disciplinary approach to clients needs.

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

To work in conjunction with Intensive Support Manager in implementing service targets and objectives

Be 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

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

To ensure information is dealt with in accordance with organisational policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure.

Maintain & provide accurate and appropriate records and reports as required.

To implement the admissions policies of the service, including issuing Occupancy/Licence Agreements.

When required undertake a Key worker/co-key worker role and undertake client needs and risk assessments and complete support plans based on their complex needs.

Monitor & review the support given by staff to clients in respect to achieving their individual goals in line with their tailor made support plan and the Beacon remit with a key focus on obtaining relevant benefits and moving on to their own secure accommodation

Ensure that service targets are met and that where appropriate action plans are developed to ensure adequate throughput.

To ensure clients are given comprehensive information and advice regarding appropriate housing and support options

Ensure that all anti social behaviour and complaints are investigated and appropriate action taken

To collect any rent and charges that are due from clients and to ensure adequate, accurate records of these are maintained in line with Beacon policies and procedures

To 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.

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

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

To promote and develop a team commitment to client empowerment and peer mentoring in line with Beacon policies and procedures.

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

To represent the service positively and professionally at organisational and external meetings.

To 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

To undertake any other duties commensurate with the post as determined by the Intensive Support Manager.

**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 Environments

**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.

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive

**Qualifications**

An NVQ Level 3/4 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.

## **PERSON SPECIFICATION SENIOR 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**

- Minimum of one year experience off supporting and supervising staff, students and volunteers.
- Of taking a senior worker support role in the management of a service.
- 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)
- Of working effectively with people who have complex needs in a paid capacity

#### **Qualifications**

- Good literacy & Numeracy skills

#### **Skills**

- Good written and verbal communication skills incorporating the ability to communicate with people
- Ability to motivate and support a diverse staff team
- 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 monitor and 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 working with people who have complex needs
- An understanding of, commitment to and ability to work within Safeguarding policies and procedures

**Behavioural and Other Job Related Characteristics**

- 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 service.
- Be confident in deputising for the Manager when required

**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 Level 3/4 or equivalent.

Written: April 2017

Review Date: By April 2018, Nov 2020