



JOB DESCRIPTION SUPPORT WORKER

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| SALARY: | £19,134.18 per annum (pro rata for part-time hours) |
| LOCATION: | Wakefield |
| HOURS: | |
| POST 1 | 37 hours per week- Permanent |
| POST 2 | 20 hours per week- Permanent |

RESPONSIBLE TO: Senior Support Coordinator

Sustain Wakefield is the Housing Sustainment Pathway and forms part of Wakefield Pathways. Sustain will provide housing related support to people who are at risk of homelessness to enable them to keep and maintain their housing. The pathway will work with 175 single people & couples and 60 families (235 Households) at any one time.

Purpose of the post:

To undertake a key worker role and provide housing related support to people who are at risk of homelessness.

Essential Criteria

Duties & Responsibilities

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

Communication

- Communicate effectively with different stakeholders – service users, carers and colleagues.
- To represent the service positively and professionally at organisational and external meetings.
- Maintain & provide accurate and reports as required
- To provide information about the Sustain Service and the organisation to those interested in the organisation's work.
- 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.

Co-Production

- To work collaboratively with others particularly - service users, colleagues, Single point of access and professionals from partner agencies and commissioners to provide a high quality and responsive service.

- To establish and maintain good links and relationships with other key agencies to ensure a multi-disciplinary approach to service user needs.
- To work alongside the Peer Support Coordinator to promote and develop a team commitment to service user empowerment and peer mentoring in line with Sustain policies and procedures.
- Work at all times as part of a team, attending team meetings
- As required, attend multi agency meetings to discuss specific service user cases where additional flexibility is required in line with Make Every Adult Matter (MEAM) principles.

Service Delivery

- To deliver services effectively to service users
- To work towards agreed service targets.
- Maintain relevant written/electronic confidential records in line with Data Protection legislation and Sustain policies and procedures.
- To implement the admissions policies of the service, including issuing Support Agreements.
- Monitor & review the support given and outcomes achieved in relation to assessed need and individual goals.
- To ensure service users are given comprehensive information and advice regarding appropriate housing and support options.
- Be able to use computer/laptop.
- Carry out administrative and monitoring tasks associated with your role
- To operate within the aims, policies and practices of Sustain and the organisation at all times.

Service User Support

- Undertake a key worker role.
- Undertake comprehensive needs and risk assessments, support plans and reviews with service users. Devise support plans centred on their needs that will meet desired outcomes.
- Support service users to achieve their individual goals in line with the Sustain remit, with a key focus on maintaining their accommodation.
- Help service users to gain the skills they need to live independently, develop resilience and to respond to and manage issues around their housing.
- Promote positive approaches to Health and Wellbeing.
- Understand 'duty of care' and take appropriate action at all times.
- Devise appropriate move on packages for those service users and families who are ready to exit the service.
- To ensure that service users receive time limited and outcome focused support.
- To ensure that service users are given the opportunity and are encouraged to take an active role in decisions as to how the service is run.

Safeguarding and Risk Management

- To ensure that service users are safe from harm and abuse at all times by adherence to and promotion of Sustain's safeguarding and risk management procedures.
- To work within the processes set out by Wakefield and District Safeguarding Adults Board and Wakefield and District Safeguarding Board.

Continuous Improvement

- To continually review your practice and implement changes to deliver positive outcomes from an individual, family, service and organisational perspective.
- Assist the Pathway Coordinator and Senior Support Workers to develop and improve services
- Contribute to the development of others, on-going monitoring and Quality Improvement Framework for the service.

Equality and Diversity

- Active commitment to equality and diversity and showing this through performance and responsibilities.

Health Safety and Security

- Maintain and promote the health, safety and security of everyone in the service and anyone who comes into contact with it directly or through the actions of the organisation.
- Undertake a duty role to ensure the safety of colleagues.

Personal and Professional Development

- Be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness, to ensure psychologically informed, solution focused practice.
- To be inducted, supervised, trained, performance managed and appraised in line with the organisation's competency framework policies and procedures.
- To actively engage in management supervision .
- To meet individual performance standards as required against Sustain performance requirements and contract.

Social Conditions

This post requires the successful candidate to work flexibly as required to meet the needs of the service and Service user group. This may include occasional early evening and weekend working.

The organisation reserves the right to move staff to other areas of Wakefield as and when required to meet the requirements of the Sustainment Pathway Contract



To undertake any other duties commensurate with the post as determined by the Services Coordinator and the Organisation.

Physical Conditions

The role involves significant amounts of lone working individually with Service users in their accommodation. Sustain has Lone Working procedures and practices that staff members are required to adhere to so as to ensure their safety.

Qualifications

A Level 3 IAG qualification or NVQ in Housing, Health & Social Care or equivalent is desirable.

Special Requirements

Sustain 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: January 2018
Reviewed October 2021
Review Date: January 2022





PERSON SPECIFICATION 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**
- Working with vulnerable people in either a paid or voluntary capacity
- Working effectively with voluntary and statutory agencies
- Key working, risk management and support planning processes
- Housing management e.g., familiar with Housing Benefit issues, tenancy agreements and re-housing processes
- Experience of lone working effectively with Service users with complex needs

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

Behavioural and Other Job-Related Characteristics

- Demonstrate a respectful, supportive attitude to Service users
- Understanding of the diverse needs of individuals and be able to treat everyone fairly and equally
- Committed to empowering Service users 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 users and the service
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DESIRABLE REQUIREMENTS

Skills

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

Ability to use Office 365

Qualifications

A relevant academic or vocational qualification e.g., in Social Work, IAG or an NVQ in Housing, Health and Social Care Level 2/3 or equivalent.

Written: January 2018

Review October 21

Review Date: By January 2023