



Registered Charity No. 1162596

Job Description

Job title:	Support Worker	Location:	Thornton Heath
Salary:	£11 per hour	Hours:	15 hours per week

Job Purpose

To reduce the risk of homelessness and offending behaviour for individuals housed within properties managed by Ability to Change. This will be achieved by meeting the needs identified within their support plan and risk assessments. The successful post holder will provide individualised packages of support including expertise in lifestyle skills and support, housing and welfare benefits and employment to assist people to successfully exit the service and maintain independent accommodation.

Duties and responsibilities

- To provide practical and emotional ‘housing related support’ and advice as necessary to enable the service user to manage their temporary accommodation.
- Promote independence through supporting service users to develop the necessary skills to live without support, and to access training, education and work.
- Engage with actual and potential referral agencies including statutory and third sector agencies and where appropriate the community, in order to generate referrals for the service.
- Conduct initial assessments for the potential or actual service user, identifying any risks and/or his/her individual needs.

- Design and deliver an effective support plan with the service user, using specialist agencies, where required.
- The outcomes and outputs achieved should be recorded, monitored, reviewed and updated regularly.
- Maintain contact on a regular basis with service users in accordance with the requirements of the service. This includes maintaining a professional relationship and being a good role model to service users.
- Actively engage with service users in decisions that affect them, informing them of their procedural and representational rights, ensuring they have input in shaping the nature of services delivered to them through involvement activities ranging from providing information, requesting feedback, consulting, to facilitating participation by the service users.
- Identify and maintain focus on achievement of the desired outcome for the service user from the service being delivered. Where this includes employment, ensuring the service user is assisted to prepare for and participate in suitable opportunities.
- Develop relationships/liaise with appropriate external groups/agencies in support of service users' needs and requirements.
- Ensure that the immediate environment of the service user in relation to service provision is well maintained, clean, tidy, and assessed for any fire and health and safety risks.
- Use resources efficiently and effectively, ensuring proper use and security at all times, and maintaining and checking all equipment and resources in own area of responsibility. This includes working within set budget and financial limits.
- Work with colleagues and coordinate activity across the team and with other stakeholders, including attending meetings, to ensure the service is achieving its aims.
- Work collaboratively in a multi-agency setting as required. This includes maintaining professional relationships and appropriate confidentiality of information.

- Respond to internal or external complaints promptly, challenging any anti-social behaviour and reporting any risks.
- Maximise any income collection required in respect of the service user, liaising with external agencies and taking appropriate action as necessary.
- Meet individual performance targets and contribute towards meeting team performance targets in respect of the service.
- Maintain up to date records and produce relevant reports as required. This includes inputting information to appropriate systems as per contractual and Ability to Change requirements, and producing required evidence and reports in a timely manner.

General

- Engage fully in regular supervision with your line manager.
- Adhere to Ability to Change Health and Safety policies and procedures at all times and comply with legislation and statutory duties and data controls protocols.
- Act in line with, promote and carry out all responsibilities with full regard to Ability to Change Equality and Diversity Policy.
- Ensure individual expertise and subject area knowledge is up to date through continuous personal development, including sharing good practice, engaging with training and acquiring/maintaining any individual qualifications required of the role.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

Person Specification

Experience

- Experience of working within a multi-agency approach.
- Experience of working with ex-offenders/single/homeless and/or people that have multiple and complex support needs, such as substance misuse and mental health issues

Skills and Abilities

- Working knowledge of the housing and benefit system.
- Working knowledge of relevant housing legislation.
- An understanding of the needs of people who have experienced the criminal justice system, including people of ethnic minorities.
- Able to identify support needs and develop support plans to address individual support needs.
- Excellent verbal and written communication skills and basic numeracy with an ability to work with people at different levels and from diverse backgrounds.
- An ability to liaise with a wide range of organisations.
- Demonstrate an understanding of and support the principles of advocacy.
- The ability to work effectively, use your own initiative sometimes with limited supervision or in a pressurised environment.
- Good I.T skills and able to use Microsoft Word, Outlook, Excel and an understanding of the need to keep comprehensive, accurate records including performance against targets.
- A willingness to work flexibly and responsively to meet the needs of the service.
- Ability to drive and a full driving licence.