

## ROLE PROFILE

**Department:** Care and Support - Inclusions and Transformation

**Job Title:** Support Worker

**Key Skills Required:** Excellent communication skills, both oral and written.

Ability to identify problems and needs and work with customers, colleagues and stakeholders to provide appropriate and innovative solutions.

Ability to understand, follow, ensure awareness of and live the Midland Heart Values of: Ambition, Customer First, Empowerment, Inclusive, and Imagination.

Ability to understand, follow Midland Hearts policies and procedures and ensure awareness of rights, needs and responsibilities of both staff and customers.

**Job Purpose:** To provide appropriate high quality support to customers, in identified areas of need, enabling them to maintain their accommodation, and with the view to moving on to sustained independent living.

**Reporting to:** Team Leader

### Key Responsibilities and Accountabilities

To provide housing related support to customers and evidence all work completed through clear accurate documentation, to include - Risk and Needs Assessments and Support Plan (which will be reviewed on an on-going and regular basis) and Supporting People outcomes monitoring.

Housing-relating support will be delivered by staff based on the current eligibility criteria set out by our funders. Help can be given on the following tasks (this list is not exhaustive):

- Advice, advocacy and liaison
- Access to local community organisations
- Culture-specific counselling/emotional support
- Help to develop domestic skills/life skills
- Help to develop social skills/behaviour management
- Help in finding other accommodation
- Emotional support, counselling and advice
- Help in establishing personal safety and security
- Help in establishing social contact and activities
- Help in gaining access to other services
- Help in managing finances and benefit claims
- Help in setting up and maintaining home or tenancy

- Help in maintaining the safety and security of the dwelling
- Liaison and advocacy support from the same ethnic group
- Peer support and befriending
- Risk assessment
- Signposting to culture specific health/treatment services
- Signposting to culture specific legal services
- Signposting to the local community organisations
- Signposting to health and sport facilities
- Supervision and monitoring of health and well-being
- Supervising or monitoring medication.

To undertake day-to-day administration and prepare information for reports as per line manager's instructions- to include but not exclusively - duty log, daily contact sheets, and health and safety records.

To ensure confidentiality is maintained and data protection followed as per Midland Heart Policies and Procedures.

To participate in activities and user involvement within the service as directed by your line manager.

To contribute to the training and development of other staff and customers.

To attend all scheduled training, which may take place in a location other than the service you are employed to work.

To comply with rota changes from time-to-time as directed by your line manager.

To contribute to the continuous improvement of the service and organisation.

To ensure compliance and quality is sustained in accordance of regulating bodies e.g. Care Quality Commission and Key Lines of Enquiry.

To engage in external review processes where required.

## **Relationships**

Responsibility to ensure any concerns are reported which may include the whistle-blowing policy and procedure where appropriate.

Attend and contribute to all staff meetings held within the service.

Attend and contribute to regular supervisions with your line manager.

Develop and maintain professional relationship with customers, ensuring boundaries is kept.

To undertake other duties commensurate with the grading of the post as may be required from time to time.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Health and Safety Policy.

## Person Specification

	Application	Interview	Test
<b>Education, qualifications and training</b>			
Secondary education.	X		
NVQ Level2 or working towards.	X		
<b>Experience</b>			
Demonstrate empathy, passion and commitment to the needs and aspirations of homeless and vulnerable people, which is based either on your own personal experience, voluntary experience, work experience or demonstrable personal interest.	X	X	X
Some experience of effective face-to-face communications with a variety of people in different scenarios/circumstances, providing high quality customer service.	X	X	
Have experience of sleep in.	X		
<b>Knowledge</b>			
An understanding of the causes of and reasons for homelessness and how these could be addressed.	X	X	
An insight into managing challenging situations, including customers who exhibit anti-social behavior.	X	X	
An understanding of the importance of dignity and confidentiality.	X	X	
Basic awareness of Health and Safety.	X	X	
<b>Skills</b>			
Good written and verbal communication skills.	X	X	
Have basic numeracy skills.	X		
Have good IT skills.	X	X	
<b>Behaviours</b>			
Understanding of and commitment to the principles of equality and diversity.	X	X	