

ROLE PROFILE

Role Title:	Support Worker
Department:	Supported Living
Role Purpose:	As a Support Worker, you will be working as part of a team to provide a safe and supportive environment for our customers. Our aim is to equip our customers with the skills that they require to move on and be successful in maintaining independent living.
Reporting to:	Team Leader
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	
1.	To interview potential customers, allocating support with regard to the relevant policies, selection criteria and allocations.
2.	To identify the needs of customers through risk and needs assessments and support planning processes, monitoring and recording progress through frequent support meetings and reviews.
3.	Support customers to access external support as required and assist with referrals or signposting to other agencies.
4.	Encourage customers to use their time productively and to engage in some form of meaningful activity such as volunteering or engaging with their immediate and local communities.
5.	To provide guidance and information to enable our customers to make decisions about their future education, training and employment.
6.	Carry out customer sign up's and ensuring that the appropriate documentation is submitted.
7.	Assist customers with benefit applications to ensure maximisation of income.

8. Monitor customer rent accounts and liaise with relevant departments such as Housing Benefit, DWP and/or the Income Team.
9. Formulate repayment plans with customers where former or current rent arrears have been identified.
10. To advise and assist in developing a range of social and leisure activities to meet the needs of the customers
11. Ensure customers understand their obligations in respect of their licence agreements and address any breaches that are reported or identified.
12. To meet the needs of all customers in line with the housing related support detailed in the service specifications and contracts
13. Support customers' involvement in reviewing service delivery and facilitating customer meetings
14. Facilitate and participate in other customer involvement activities as directed by your line manager.
15. To support customers with moving on from the service including completing tenancy reports, liaising with providers of accommodation and housing benefit departments and providing practical advice.
16. Develop good working relationships with statutory and voluntary services ensuring that the best possible practice is maintained.
17. Provide practical support for an agreed period following a customer's move on from supported accommodation to independent living.
18. Ensure that our customer records are up to date, accurate and maintained in line with data protection and confidentiality policies.
19. To complete all day to day housing administration tasks as directed by your line manager.
20. Attend and contribute to staff meetings
21. To contribute to your own individual development by attending regular supervisions and annual reviews with your line manager.
22. To attend all scheduled training and/or briefings and to contribute to the training / development of other staff as and where appropriate.
23. To take an active role in service review processes and to contribute to improvements in service delivery.

24. To ensure the safety of children and vulnerable adults in line with midland heart policies and procedures
25. 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 Heart Health and Safety Policy commensurate with this position.
26. To adhere to all Midland Heart Policies and Procedures and ensure they are read and understood.
27. To comply with rota changes from time to time as directed by your line manager.
28. To undertake other duties commensurate with the grading of the post as may be required from time to time.

Education, Qualifications and Training	G.C.S.E English and Mathematics or equivalent NVQ in Health & Social Care (not essential)
Knowledge and Experience	Experience of working with socially excluded group Experience of working with individuals in housing need Experience of assessing risk and needs of individuals Knowledge of issues relating to homelessness Knowledge of the benefits system
Role Specific Skills & Behaviours	Must have good verbal and written communication skills Must be able to use various IT systems and have good keyboard skills Must have good self-organisation skills with the ability to prioritise tasks Must be able to work as part of the team but also use own initiative, sometimes in circumstance under pressure. Must be proactive and solution focussed in addressing customers' presenting issues Must be able to deal with people in an assertive, fair and consistent manner.