

Job Title:	Support Worker
Department:	Supported Housing Team
Work Hours:	37.5
Reporting To:	Service Manager
Responsible For:	n/a
Salary:	£26,375 to £31,266

ROLE PROFILE

PRIMARY OBJECTIVE OF THE ROLE
<p>Based within Threshold's supported housing team, you will be responsible for the delivery of an effective, high-quality, person-centred support service to service users with a background of homelessness and a range of needs. These include entrenched drug and/or alcohol issues, mental health issues and a range of offending backgrounds.</p> <p>This role provides support to service users and promotes their engagement through the development of positive relationships and providing support to move towards independence.</p>
OUR MISSION:
To end homelessness. To help vulnerable people create a better life and independence.
OUR AIM:
<ul style="list-style-type: none"> • To prevent homelessness in Swindon. • To alleviate the associated social exclusion of homelessness and actively assist recovery from its effects. • Influence policy that affects homeless and socially excluded people.
KEY DUTIES:
<ul style="list-style-type: none"> • Responsible for the day-to-day delivery of the Intensive Housing Management service to a caseload of up to 20 service users • Use motivational and asset based interviewing techniques to interview, assess and create support plans and risk assessments that address the needs of service users • Take a positive, trauma-informed approach to working with service users with complex needs and challenging behaviour • Conduct regular reviews of support plans and risk assessments as required • Take a pro-active approach to multi-agency working e.g. the police, social services and other statutory and voluntary agencies • Ensure a high standard of customer service is upheld

- To attend team meetings and take part in service policy and planning
- To keep up to date with legislation affecting housing and welfare benefits
- To process referrals made to Threshold and ensure those accessing the service meet the service eligibility criteria
- To ensure all case work is properly recorded and all service offers and outcomes are entered clearly onto the case management system
- To manage the immediate intensive housing management needs of the Service users as appropriate
- To assess resident safety and develop risk management strategies with the resident and other involved services
- To ensure that all written work both for internal and external use is of a high standard
- Carry out inspections of properties to ensure that they are maintained to a good standard
- Take appropriate action to deal with breaches of licence agreements or support contracts
- Ensure void turnaround times are kept to a minimum by reporting maintenance issues promptly and getting rooms ready for service users to move in to
- Work in accordance with Threshold policies and procedures
- To undertake such other duties within the competence of the post holder which may be required from time to time

PERSON SPECIFICATION

Experience:

- Experience of working with service users in a similar environment with proven effectiveness
- Experience of working with challenging behaviour including current drug /or alcohol use, antisocial behaviour, offending, substance misuse and complex needs
- Demonstrate an understanding of health and safety, equal opportunities, data protection, particularly within a supported housing setting
- Demonstrate excellent customer service skills. Ability to develop good working relationships and rapport with service users and stakeholders
- Successful track record of work with colleagues to achieve common goals
- Working across agencies or in partnership
- Awareness of issues facing people that experience homelessness

Skills & knowledge:

- IT skills and particularly Microsoft Office packages
- Knowledge, understanding or experience of working in a casework management system
- Sound knowledge and understanding of the issues affecting supported housing and vulnerable adult groups

- Understanding of health and safety in a supported housing setting

Abilities:

- Willingness to be part of an on call system during evenings and weekends (on a rota basis)
- Ability to motivate those with complex needs to engage with meaningful activities
- Evidence of effective de-escalation techniques
- Ability to interact and communicate effectively with a wide variety of people at all levels, maintaining professional boundaries
- Ability to interpret and communicate the meaning of legislation, policy, guidance, research and information on best practice
- Self-sufficient and highly organised with the ability to accomplish goals according to deadlines, and a flexibility and to juggle a variety of tasks
- Ability to act on own initiative and effectively under own direction, as well as productively within a team
- Strong sense of responsibility and accountability
- Awareness of own training and support needs
- Full current driving licence

Desirable criteria:

- Experience within local authority, voluntary, independent, charity or social housing sector desirable
- Knowledge in identifying and dealing with substance misuse issues desirable
- Experience of using In-Form as a case management system
- Qualifications relevant to supporting vulnerable adults
- Successful track record in developing services in response to changing needs and demands