

Job Title:	Senior Support Worker
Department:	Supported Housing Team
Work Hours:	37.5
Reporting To:	Service Manager
Responsible For:	No line management responsibility but the role involves day-to-day guidance and supervision of the Support Worker team.
Salary:	£29,696 to £36,576
Location	Based at Threshold, 1 John Street, Swindon, SN1 1RT, with travel across Swindon

Role profile

<p>Primary objectives of the role</p> <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> <p>As a Senior, you will have an additional responsibility to act as a first point of contact for operational queries/decisions (e.g. agreeing the issuing of warnings and notices to quit) and ensuring property and support standards are maintained.</p>
<p>Our mission:</p> <p>Ending homelessness for people in Swindon by providing a safe place to live, personalised support and a pathway to independence.</p>
<p>Our purpose and values:</p> <p>We end homelessness in Swindon by providing:</p> <ul style="list-style-type: none"> • A safe place to live • A personalised support plan to work towards a positive future • A pathway to independence <p>Our values guide interactions and decision-making throughout Threshold</p> <ul style="list-style-type: none"> • Collaboration - working together to achieve the best outcomes • Integrity - acting with honesty, transparency and accountability • Compassion - listening to people's needs and acting with empathy • Quality - striving for excellence in all we do

Key duties:

- 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
- Attend team meetings and take part in service policy and planning
- Keep up to date with legislation affecting housing and welfare benefits
- Process referrals made to Threshold and ensure those accessing the service meet the service eligibility criteria
- Ensure all case work is properly recorded and all service offers and outcomes are entered clearly onto the case management system
- Complete and update accident and incident logs accurately and on time
- Manage the immediate intensive housing management needs of the Service users as appropriate
- Assess resident safety and develop risk management strategies with the resident and other involved services
- 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

Additional:

- Act as the first point of contact for operational queries/decisions
- Oversee and agree the issuing of warnings and Notices to Quit (NTQs)
- Oversee completion of incident log, carry out property checks and support team members to maintain property standards
- Provide day-to-day support and guidance to the Support Worker team, modelling good practice and consistency
- Coordinate void turnarounds between the Support Worker and Property teams

Person specification:**Experience:**

- Two years' experience of working with service users in a similar environment with proven effectiveness
- Experience of case recording, support planning and risk management
- Experience of Supported Housing, managing license breaches and enforcing license conditions
- Experience of working with challenging behaviour including current drug /or alcohol use, antisocial behaviour, offending, substance misuse and complex needs
- Experience of ensuring property and support standards are maintained
- 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
- Experience of providing guidance, support and motivation within a team to strengthen performance and quality
- Successful track record of working across teams 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
- Ability to inspire team members and act as a role model for good practice
- 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
- Experience of using In-Form as a case management system
- Qualifications relevant to supporting vulnerable adults e.g. L3 Health & Social Care
- Successful track record in developing services in response to changing needs and demands
- Previous experience as a senior team member or mentor