

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

Primary objectives of the role 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. As a senior, you will provide guidance and 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. This role provides support to service users and promotes their engagement through the development of positive relationships and providing support to move towards independence.
Our mission: Ending homelessness for people in Swindon by providing a safe place to live, personalised support and a pathway to independence.
Our purpose and values: We end homelessness in Swindon by providing: • A safe place to live • A personalised support plan to work towards a positive future • A pathway to independence Our values guide interactions and decision-making throughout Threshold • 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:

Senior coaching responsibilities:

- 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

Support working responsibilities:

- 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

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:

- Five years' experience of working with service users in a similar environment
- 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