**ROLE PROFILE**

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| **Role Title:** | Support Worker |
| **Department:** | Care and Support - Inclusion |
| **Role 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.  |
| **Responsible for:** | N/A |
| **Disclosure level:** | Enhanced plus Barring Lists  |
| **Role Level:** | [Frontline Worker](B%26S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | To provide housing –related support to customers and evidence all work completed through clear accurate documentation, to include Risk and Needs Assessments and Support Plans (which will be reviewed on an on-going and regular basis) and Supporting People outcomes monitoring to ensure that we provide an excellent service to customers and that we meet contract targets.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 contribute to the continuous improvement of the service and organisation.To ensure compliance and quality is sustained in accordance of regulating bodies and to engage in external review processes where required. Responsibility to ensure any concerns are reported which may include the whistle-blowing policy and procedure where appropriate.Develop and maintain professional relationship with customers, ensuring professional boundaries are 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. |

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| **Education, Qualifications and Training** | Secondary education |
| **Knowledge and Experience** | 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.Some experience of effective face-to-face communications with a variety of people in different scenarios/circumstances, providing high quality customer service.An understanding of the causes of and reasons for homelessness and how these could be addressed.An insight into managing challenging situations, including customers who exhibit anti-social behaviour.An understanding of the importance of dignity and confidentiality.Basic awareness of Health and Safety. |
| **Role Specific Skills & Behaviours** | Good written and verbal communication skills.Have basic numeracy skills.Have good IT skills.Understanding of and commitment to the principles of equality and diversity. |