

## ROLE PROFILE

<b>Role Title:</b>	Support Worker
<b>Department:</b>	Inclusion services across Wolverhampton
<b>Role Purpose:</b>	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. You would also be required to work a shift pattern which includes weekends, bank holidays and unsociable hours.
<b>Reporting to:</b>	Service Manager
<b>Responsible for:</b>	n/a
<b>Disclosure level:</b>	Enhanced
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>To identify the needs of customers referred to the project, and to participate in ensuring the provision of a high standard of services and offer the necessary support to enable residents to successful independent living</p> <p>To monitor and record the customer's progress through their personal action plan and support plan on a regular basis and to link these documents with any specific outcomes identified for the customer.</p> <p>To assist customers' needs in line with the housing related support detailed in the service specification, service contracts and individual care/support plans</p> <p>Encourage all customers to use their time productively, and to engage in some form of meaningful occupation. E.g. training, employment, education and/or volunteering.</p> <p>To support customers in involvement in the review of service delivery and customer meetings.</p> <p>To ensure that individual customer's records are kept up to date and properly kept, respecting confidentiality where necessary.</p> <p>To ensure compliance and quality is sustained in accordance of regulating bodies e.g. Supporting People and Key Lines of Enquiry</p>
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	<p>Assist customers to access both internal and external support as required and assist with referrals or signposting to other agencies.</p> <p>Develop good relationships with statutory and voluntary agencies ensuring that the best possible service is maintained.</p> <p>To ensure the safety of adults and children at risk in line with Midland Heart's Policies and Procedures.</p> <p>To provide first point of call assistance to all customers and provide appropriate information and signposting to services within scheme and community</p> <p>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.</p>
<p><b>Education, Qualifications and Training</b></p>	<p>Good level of both written and oral English.</p> <p>GCSE's or equivalent.</p> <p>NVQ3 or willing to work towards NVQ3 in Health/Social Care or equivalent.</p>
<p><b>Knowledge and Experience</b></p>	<p>Experience or an understanding of working with groups who find themselves socially excluded from mainstream society, such as homelessness, mental health, substance misuse and/ or offending behavior.</p> <p>To show an understanding of the issues faces by these individuals and to demonstrate empathy, passion and commitment to their needs.</p> <p>Some experience of working with individuals in housing need.</p> <p>An understanding of the causes of and reasons for homelessness and how these could be addressed.</p> <p>An insight into managing challenging situations, including how to work with customers who exhibit anti-social behavior.</p> <p>An understanding of the importance of safeguarding and confidentiality.</p> <p>Basic awareness of Health and Safety.</p> <p>Computer literate and use of Microsoft packages</p>
<p><b>Role Specific Skills &amp; Behaviors</b></p>	<p>To work towards the social inclusion of customers with challenging and chaotic life styles.</p> <p>To endeavor to meet the diverse needs of our customers from</p>

	<p>within the local community.</p> <p>To provide appropriate support in order to ensure that individual customers are able to maximize their independence and extend the right to exercise choice in all areas of their lives.</p> <p>To provide guidance and information to enable customers to make decisions about their future education, training and employment.</p> <p>To take day-to-day responsibility for the delivery of services directly to customers.</p>
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