

ROLE PROFILE

Role Title:	Support Worker
Department:	Inclusions Services
Role Purpose:	Inclusion Services provides holistic support services for customers who are homeless. It offers competent specific services to customers to meet all of person's housing -related support needs and enable vulnerable people to feel safe and secure and to develop and achieve independence. .
Reporting to:	Team Leader
Responsible for:	N/A
Disclosure level:	Enhanced DBS
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p><u>Main Responsibilities</u></p> <p>To work closely with the referring agents ensuring that the service is allocated promptly and able to meet customers' needs.</p> <p>To undertake needs assessment, risk assessment and support planning in relation to all customers and to actively review and monitor these with customer.</p> <p>To be able to develop risk management plan with measures to minimise and manage risks identified.</p> <p>To ensure that customers support plan includes achievable outcomes agreed and with a customer.</p> <p>To enable customer access to voluntary and statutory agencies in order to meet customers need.</p> <p>Provide access to education/training/ volunteering opportunities to customers where possible.</p> <p>To provide practical, emotional and cognitive support to enable them to achieve their goals.</p> <p>To appropriately identify and address both primary and secondary</p>
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	<p>needs, including physical health, mental health, substance misuse.</p> <p>To establish regular contact with other agencies, community, voluntary and statutory to ensure effective service delivery.</p> <p>To work within a multi-agency approach with colleagues from other agencies and areas to provide a full range of services to customers.</p> <p>To be able to work unsupervised and to travel in the Coventry & immediate surrounding areas area in order to deliver support to customers.</p> <p>To be able to effectively deal with Safeguarding Concerns, complaints, and data protection.</p> <p>To work accordingly to requirements of Coventry City Council Commissioning and Placements Team.</p> <p><u>Monitoring, Statistics and Files</u></p> <p>To keep records of all work, ensuring accuracy and accessibility.</p> <p>To ensure that customers have an access to their files, risk and needs and support plans.</p> <p>To ensure that any concerns around Safeguarding and Whistleblowing are raised with management in timely manner.</p> <p>To maintain accurate and full case files on customers worked with and be able to provide regular, accurate record on customers progress.</p> <p>To ensure that reporting deadlines are met.</p> <p><u>Other responsibilities</u></p> <p>To undertake and participate constructively in induction, regular supervision, staff meetings, Midland Heart's Learning and Development process and relevant training.</p> <p>To actively promote services within community.</p> <p>To promote appropriate service user involvement in the delivery of the service and ensure that service user views are heard and responded to appropriately.</p> <p><u>General Responsibilities</u></p>
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	<p>To be responsible for the health, safety and welfare of yourself and others at work.</p> <p>Contribute to the training and development of other staff.</p> <p>Adhere to requirements itemised in Midland Heart Code of Conduct.</p> <p>Promote and uphold Midland Heart’s policy and ethos on equal opportunities.</p> <p>To maintain confidentiality in line with Midland Heart’s policy in relation to customers, staff and business sensitive information.</p> <p>This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description.</p>
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Education, Qualifications and Training	<p>Educated to Secondary education</p> <p>Good written and verbal communication skills.</p> <p>Have good IT and keyboard skills and the ability to use Microsoft office.</p> <p>Have good numeracy skills.</p>
Knowledge and Experience	<p>Experience of managing and prioritising own workload and ability to work effectively as part of a team.</p> <p>Some experience of effective face to face communications with a variety of people in different scenarios/circumstances - providing quality customer service.</p> <p>An understanding of the causes of homelessness and how these could be addressed.</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour.</p> <p>An understanding of the importance of confidentiality.</p> <p>Basic awareness of Health and Safety.</p>
Role Specific Skills & Behaviours	<p>Demonstrate good understanding of own motivation and a keen interest in working with people with complex needs, substance abuse, mental health issues, domestic violence other related issues.</p> <p>Demonstrate an ability to provide an honest, respectful and non-judgmental approach to others.</p> <p>Capacity to understand and maintain professional relationships with customers and follow relevant guidelines.</p> <p>An ability to work as part of a team, work along and take direction from a supervisor.</p>

	<p>An ability to be flexible and responsive to the changing needs of the service.</p> <p>Ability to use own initiative, including taking responsibility for own learning.</p> <p>Ability to be flexible and work on a rota basis – to include evenings and weekends.</p> <p>Ability to prioritise and make decisions.</p> <p>Commitment to supporting vulnerable adults to move on in a positive way into independence.</p> <p>Personal drive and determination to achieve best possible for outcomes for self, customers and organisation.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Able to deal with people in an assertive, fair and consistent manner.</p>
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