Role Profile

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| **Role Title:** | Bank Support Worker |
| **Department:** | Operations |
| **Role Purpose:** | To implement and maintain an effective support service that is accessible to all customers.  To provide appropriate support to customers in order to ensure that they are able to maximise their independence and extend the right to exercise choice in all areas of their lives. |
| **Reporting to:** | Team Leader |
| **Responsible for:** | None |
| **Disclosure level:** | Enhanced |
| **Role Level:** | [Frontline Worker](B&S%20Framework%20Role%20Levels/1.%20Frontline%20Worker.docx) |

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| **Key Role Responsibilities** | To provide support in line with the service specification, service contracts and individual care/support plans  To ensure that individual customers records are up to date and properly kept, respecting confidentiality and observing data protection expectations  Assist customers to access additional support as required and assist with referrals or signposting to other agencies  Maintain good relationships with statutory and voluntary agencies ensuring that the best possible service is maintained  To support customers to be involved in the delivery and review of service delivery  To advise and assist in delivering a range of social and leisure activities to meet the needs of the customer  To develop and implement good practice on tenancy sustainment work with customers  To accompany customers to appropriate appointments as required  To take part in a shift rota that includes evening and weekend working.  To ensure the safety of vulnerable adults and children in line with Midland Heart's Policies and Procedures  To assist in preparing empty rooms within our accommodation to be ready for new customers to move into.  **Relationships**  Attend and contribute to all supervision meetings with your line manager  Maintain professional relationships with customers and their support networks, ensuring boundaries are kept.  Maintain professional relationships with stakeholders and partner organisations, ensuring professional boundaries are kept.  **General Requirements**  To have a working knowledge of, and work to, all Midland Heart Policies and Procedures. This includes, but is not exclusively:    Code of Conduct  Safeguarding  Professional Boundaries  Data Protection  Whistleblowing  Equality and Diversity  Health and Safety  Absence  To be responsible for the health, safety and welfare of yourself and others.  To ensure the safety of vulnerable adults and children who you come into contact with during the working day.    To take responsibility for personal development and training including through the Review and Learning Plan process.  To ensure that compliance and quality is sustained in accordance with regulating bodies and to contribute to any reviews.  To record all income and expenditure in line with Midland Heart financial procedures including petty cash income and expenditure.  To contribute to the continuous improvement of the service and the organisation.  To engage in internal and external review processes when required  To use IT systems to keep accurate and timely records  All staff are required to wear a uniform while working on site (or you can change it to during working hours) to promote a professional image and ensure that customers and visitors know who they can approach for assistance.  Please note that the uniforms remain the property of Midland Heart. Employees must take responsibility to ensure that good care is taken of them, and return any uniforms issued on the termination of employment  To undertake any other duties commensurate with the grading of the post |

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| **Education, Qualifications and Training** | NVQ 2 Level or other equivalent qualification or be willing to work towards gaining an appropriate qualification at this level. |
| **Knowledge and Experience** | Experience of managing and prioritising own workload and ability to work effectively as part of a team.  Some experience of effective face to face communications with a variety of people  Providing a good quality customer service  An understanding of the barriers for homeless and vulnerable people 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 confidentiality  Basic understanding of Health and Safety |
| **Role Specific Skills & Behaviours** | Good written and verbal communication skills.  Good numeracy skills  Good IT and keyboard skills and the ability to use Microsoft office |