

ROLE PROFILE

Role Title:	Apprentice Support Worker
Department:	Supported Living - Saltbrook Place
Role Purpose:	As a Support Worker, you will be working as part of a team to provide a safe and supportive environment for our customers. Our aim is to equip our customers with the skills that they require to move on and be successful in maintaining independent living.
Reporting to:	Team Leader
Responsible for:	None
Disclosure level:	Enhanced
Role Level:	Detail the Behaviours & Standards level that this role sits at: Frontline Worker
Key Role Responsibilities	<p>To interview and assess potential customers; allocating support with regard to the relevant policy and selection criteria</p> <p>To regularly monitor and record the customer's progress through their risk assessment, support plan and regular action plan meetings. To link these documents to specific outcomes identified by the customer</p> <p>To ensure that any empty rooms within our accommodation are ready for new customers to move into</p> <p>To accompany customers to appropriate appointments as required</p> <p>To record all income and expenditure in line with policy and procedures</p> <p>To regularly monitor and record the customers' progress through group work and engagement activities and link these to specific outcomes.</p> <p>To advise and assist in developing a range of social and leisure activities to meet the needs of the customer</p>

	<p>To support customers to be involved in the delivery and review of service delivery</p> <p>To ensure that individual customer records are up to date and properly kept, respecting confidentiality and observing data protection</p> <p>Assist customers to access additional support as required and assist with referrals or signposting to other agencies</p>
Education, Qualifications and Training	GCSE Maths Grade C or Equivalent
Knowledge and Experience	<p>Good IT skills</p> <p>Ability to prioritise work and meet tight deadlines</p> <p>Experience or interest in working within supported living; specifically barriers for homeless and vulnerable people and how these could be addressed</p>
Role Specific Skills & Behaviours	<p>Excellent organisational and administrative skills</p> <p>Excellent communication skills both written and verbal</p> <p>Good team player (as both organiser and participant)</p> <p>Flexible in approach to work and good at prioritising workload. Demonstrate the ability to adapt to change in line with business, directorate and team requirements</p> <p>Ability to communicate, negotiate and advise residents in their homes</p> <p>Ability to work on their own initiative</p>