

## Role Profile

<b>Role Title:</b>	Support Worker
<b>Department:</b>	Independent Living
<b>Role Purpose:</b>	To deliver a tenancy sustainment and independent living package across supported living services to enable customers to make informed life choices about their future in regards to housing, education, training, employment and budgeting ensuring they have the necessary life skills to live independently.
<b>Reporting to:</b>	Senior Support Officer
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Enhanced DBS and Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensuring the provision of a high quality service and offer the necessary support to enable customers to successful independent living</li> <li>• To develop and implement independent living plans for supported living services, including group sessions, 1-1 support and online modules</li> <li>• To monitor and record customers’ progress through their support plan</li> <li>• To develop and maintain a database of all relevant partners and providers to enable the delivery of a high quality outcome focused support service enabling customers to live independently</li> <li>• Support customers to use their time productively and to engage in some form of meaningful activity such as volunteering or engaging with their immediate and local communities</li> <li>• To provide guidance and information to enable our customers to make decisions about their future education, training and employment</li> <li>• To coordinate the attendance and engagement of customers in all involvement activities</li> <li>• To support customers’ needs in line with housing related support</li> <li>• Detailed in the service specification, service contracts and individual support plans</li> </ul>
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	<ul style="list-style-type: none"> <li>• To support customers in being aware of their rights and responsibilities</li> <li>• To support customers in involvement in the review of service delivery and customer meetings</li> <li>• To regularly monitor, review and evaluate the Tenancy sustainment and Independent Living programme</li> <li>• Support customers to access external support as required and assist with referrals or signposting to other agencies</li> <li>• To advise and assist in developing a range of social and leisure activities to meet the needs of the customers</li> <li>• Ensure customers understand their obligations in respect of their licence agreements and address any breaches that are reported or identified</li> <li>• To support customers with moving on from the service including completing tenancy reports, liaising with providers of accommodation and housing benefit departments and providing practical advice</li> <li>• Ensure that our customer records are up to date, accurate and maintained in line with data protection and confidentiality policies</li> <li>• To complete all day to day administration tasks as directed by your line manager</li> <li>• Attend and contribute to staff meetings</li> <li>• To contribute to your own individual development by attending regular supervisions and annual reviews with your line manager</li> <li>• To attend all scheduled training and/or briefings and to contribute to the training / development of other staff as and where appropriate</li> <li>• To take an active role in service review processes and to contribute to improvements in service delivery</li> <li>• To ensure the safety of children and vulnerable adults in line with Midland Heart policies and procedures.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• GCSE grade C or equivalent in Math's and English.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• An understanding of issues in relation to homelessness</li> <li>• Knowledge relating to welfare benefits system including housing benefit regulations</li> </ul>

	<ul style="list-style-type: none"> <li>• Health and Safety requirements of supported accommodation settings</li> <li>• Experience of outcome focused housing related support</li> <li>• Experience of supporting customers around employment, education and training.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• IT systems and good keyboard skills.</li> <li>• Good organisational skills with the ability to prioritise tasks.</li> <li>• Excellent interpersonal skills</li> <li>• Good verbal and written communication skills.</li> <li>• Enthusiastic and solution focussed</li> <li>• Ability to work effectively in a team</li> <li>• Able to deal with people in an assertive, fair and consistent manner</li> <li>• Understanding of and commitment to the principles of equality and diversity.</li> </ul>