



## JOB DESCRIPTION

<b>Job Title: Support Worker</b>	<b>Responsible to: Services Manager/Team Leader</b>
<b>Agility: Non - Agile</b> <b>Designated Office: Stanley House, Plymouth</b>	<b>Responsible for:</b>
<b>The Role</b>	<b>Key Activities</b>
<p>Support people to improve their wellbeing, make links with their local communities and manage their homes.</p> <p>Work alongside people to support them in meeting their potential in all areas of their lives.</p> <p>Be responsible for the delivery of high quality support in our accommodation services and/or to provide visiting support to people in their own homes.</p> <p>Work in partnership with customers customer to provide the best possible service</p> <p>Foster hope and create the conditions in which people can be enabled to live independently and be empowered.</p> <p>Identify and act on any safeguarding concerns in accordance with Westward's safeguarding policies and procedures</p> <p>Contribute towards a service that ensures our customers feel safe and secure</p>	<ol style="list-style-type: none"> <li>1. Liaise with colleagues from other agencies and make referrals to these as appropriate.</li> <li>2. Work alongside customers to develop an individual support &amp; safety plan by identifying goals and assessing barriers to reaching goals</li> <li>3. Advise on tenancy issues, welfare benefits, financial and budgeting matters</li> <li>4. Ensure records are thorough and up to date using CMS and housing management system as appropriate</li> <li>5. Address practical and emotional needs - from helping customers to find employment, training or educational opportunities, to enable them to grow in confidence</li> <li>6. Ensure the safety of customers staff and the wider community.</li> <li>7. Develop close links with the local community, promoting a greater understanding of people with support needs whilst promoting equality, diversity, accessibility and inclusion.</li> <li>8. Recognise and value differences to create a culture of respect for all people. Challenge stigma and discrimination as it arises.</li> <li>9. Deliver individual and group support sessions and appropriate activities with customers</li> <li>10. customerCreate and regularly review customer support plans</li> <li>11. Ensure identification and management of risk through use of risk processes and plans</li> <li>12. Involve referrers and customers in managing risks</li> <li>13. Work closely with relevant statutory and voluntary organisations, and referring customers as appropriate.customer</li> <li>14. Support the Services Manager/Team Leader with operational planning, monitoring and evaluation of the service(s)</li> <li>15. Comply with Westward's policies and procedures</li> <li>16. Ensure you are always delivering value for money in all your activities</li> <li>17. Deliver great customer service at all times</li> <li>18. Adhere to all company policies and procedures at all times, particularly Health and Safety legislation and be responsible for your workspace</li> <li>19. Any other reasonable duties required of you in your role as required</li> </ol>

What do you need to do the role	It would be good if you also had
<p>Educated to GCSE standard in English and Maths at foundation level (Grades 3 - 1) or a relevant national qualification equivalent to GCSE</p> <p>Ability to use Microsoft Word, Outlook, Outlook Calendar and Excel</p> <p>Experience or demonstrable understanding of working with people with support needs</p> <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>- Supported housing and housing related issues</li> <li>- Person-centred approach</li> <li>- Customer involvement and empowerment</li> <li>- The welfare benefits system</li> <li>- Debt</li> <li>- Needs assessment and support planning</li> <li>- Safeguarding</li> <li>- Lone working</li> </ul> <p>Understanding of lone working, professional boundaries and confidentiality issues</p> <p>Skills:</p> <ul style="list-style-type: none"> <li>- Assertiveness</li> <li>- Negotiation and influencing</li> <li>- Judgement</li> <li>- Customer Service</li> <li>- Team Working</li> <li>- Communicate effectively within a team structure and work appropriately with confidential information</li> <li>- Prioritisation</li> <li>- Organisational</li> </ul> <p>Abilities:</p> <ul style="list-style-type: none"> <li>- Work under pressure to meet required deadlines</li> <li>- Work methodically</li> <li>- Work on own initiative</li> <li>- Solution-focused thinking</li> <li>- High quality report writing</li> <li>- Manage crisis / emotional distress calmly, empathetically and professionally</li> <li>- Monitor and deal sensitively with a wide range of people</li> </ul> <p>Commitment to Equality, Diversity and Inclusion</p> <p>Ability to work flexibly</p>	<p>Education to GCSE standard in English and Maths at intermediate level, or a relevant national qualification equivalent to higher level (Grades 9 - 4)</p> <p>NVQ Level 2 in a relevant subject (or equivalent)</p> <p>Relevant experience (paid or voluntary) of working in housing, support, health or social work.</p> <p>Experience of working with any of the following customer groups:</p> <ul style="list-style-type: none"> <li>- People who have survived or are leaving domestic abuse</li> <li>- People who have experienced substance misuse</li> <li>- People with mental health needs including those on the autistic spectrum</li> <li>- People with a sensory disability</li> <li>- People with a learning disability</li> <li>- Young people/parents</li> <li>- Older people</li> <li>- People at risk of homelessness</li> <li>- People in or leaving the criminal justice system</li> <li>- Welfare Benefits/Debt</li> </ul> <p>Knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>- Recovery approach</li> <li>- Strengths based approach</li> <li>- Trauma informed support</li> </ul> <p>Group facilitation skills</p> <p>Willingness to work flexibly outside 'normal working hours and to cover staff absence/sickness at short notice.</p> <p>Access to a vehicle or the ability to use public transport to be able to travel on Westward business</p>



## **GENERAL INFORMATION**

### **POST OF Support Worker**

### **LOCATION Stanley House, Plymouth**

Westward Housing Group is a not for profit registered social landlord, with charitable status. We are one of the largest developing housing groups in the south west with a wide range of services for families, couples, single people, the elderly and those with additional support needs.

1.	Closing Date for Receipt of Completed Application Forms	21 <sup>st</sup> August 2022
2.	Interview Date	26 <sup>th</sup> August 2022
3.	Salary	£21,840 per annum
4.	Hours of Work	37.5 hours per week
5.	Annual Leave	26 days per year - plus statutory Bank/ Public Holidays
6.	Pension Schemes and other Discretionary Staff Benefits	Contributory staff pension (Defined Contribution) schemes Occupational sickness and family friendly benefits Payment of professional fees Simply Health membership Salary Sacrifice Schemes
7.	Probationary Period	Minimum six months
8.	Location	Stanley House, Plymouth
9.	Car Mileage	Inland Revenue rates apply
10.	Disclosure and Baring Service Check	The successful applicant for this post will be subject to a DBS Check
11.	Contact details	Clair Street – Services Manager Telephone - 07515 197100
12.	Contact details for support with the application form	jobs@westwardhousing.org.uk

**July 2022**