

Family Support Worker Job Description

1) REPORTING TO:

Team Manager (Stratford)

2) MAIN PURPOSE OF JOB:

As part of a team, provide and maintain:

- a) A high quality, effective, sensitive and appropriate support service to people aged 16 and upwards and families who have a support need and have made a homeless application to Stratford District Council (SDC) or have appealed a homeless decision made by SDC and are placed in our service pending an appeal decision.
- b) the necessary support to enable people to maximise their potential and enable them to as live as independently as possible
- c) a safe and secure environment for residents

3) MAIN DUTIES AND RESPONSIBILITIES

- a) Carry an agreed caseload of residents
- b) Support families in accommodation whilst homelessness investigations are being carried out by Stratford District Council
- c) Interview potential residents and carry out appropriate needs and risk assessments
- d) Develop and implement individual Support Plans and carry out regular reviews
- e) Ensure residents are informed and, where necessary assisted, to access appropriate welfare benefits, health, welfare and other support service participating in a multi-agency approach as necessary
- f) Take responsibility for ensuring that accommodation charges are paid by residents and income maximised
- g) Maintain a high standard of record keeping and ensure that appropriate administrative procedures are adhered to
- h) Carry out necessary health and safety checks as required

- i) Take responsibility for safeguarding clients through adherence to the organisation's safeguarding policy and procedures
- j) Report repairs, renewals, health and safety concerns etc to appropriate colleagues in a timely manner
- k) Ensure that client confidentiality is maintained in accordance with organisational policy and the law, liaising with senior colleagues as necessary
- l) Ensure that personal targets are met and reported to line managers as required
- m) Identify gaps in provision and assist colleagues in the development and implementation of new services as requested
- n) Together with other colleagues, participate in fundraising applications and other initiatives as requested

4) OTHER

- a) Ensure that all duties are carried out in a professional manner and in accordance with the guidelines and policies of Coventry Cyrenians
- b) Take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of colleagues and/or visitors
- c) Attend training courses, supervision sessions and meetings as required
- d) Assist in the induction of new staff as requested
- e) Carry out such duties as may be commensurate with the post as agreed by line managers
- f) Occasional evening and weekend work may be required for which time of in lieu will be taken in line with the flexi-time policy

5) LOCATION AND TRAVEL

- a) The post is based our office which is situated at:

24 Clopton Road
Stratford upon Avon
CV37 6SH

- b) The job may involve some travelling in order to adequately perform the duties as detailed, car driver essential.

Housing Support Worker - Person Specification

AREA	REQUIREMENT	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education	In normal circumstances, the post holder will be expected to have attained a minimum of NVQ Level 2 (or equivalent) in a relevant subject	<input checked="" type="checkbox"/>		Certification
	NVQ Level 3 (or equivalent) or a willingness to attain this qualification or similar within 12 months of taking up the position.		<input checked="" type="checkbox"/>	Certification or Interview
Experience	A minimum of 12 months experience of working with clients and families who are homeless or whose accommodation may be at risk	<input checked="" type="checkbox"/>		Application & Reference
Knowledge	An understanding of issues around homelessness An understanding of working with families in crisis A working knowledge of welfare benefits A working knowledge of support groups e.g. parenting projects and services for help in dealing with issues such as sexual health, alcohol and substance misuse, family breakdown.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Skills & Abilities	Ability to cope with crisis situations Ability to work on your own initiative Ability to work in and adapt to a changing environment Good administrative, recording and reporting skills A good standard of numeracy and literacy Ability to work flexible hours as required Ability to work as an effective member of a team Ability to present in a professional manner Have a flexible, positive and solution orientated approach to work Basic computer literacy to include word processing and basic spreadsheets	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		
Attitudes & Values	A commitment to deliver to individual and organisational targets Empathy with the social aims and values of the organisation Commitment to continuous improvement including own professional development Commitment to principles of Equal Opportunities	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>		Application & Interview

Due to the nature of this post and close working with vulnerable people, this post is subject to a Disclosure and Barring Service check.