

Senior Support Worker (Families) Job Description

1) REPORTING TO:

Team Manager (Stratford)

2) MAIN PURPOSE OF JOB:

As part of a team, provide and maintain a high quality, effective, sensitive and appropriate support service to people aged 16 and upwards and families who have support needs and have been placed in temporary accommodation by Stratford District Council (SDC). You will be responsible for supporting people, in a safe and secure environment, to maximise their potential and with the aim of enabling them to live as independently as possible.

3) MAIN DUTIES AND RESPONSIBILITIES

- a) In consultation with the Team Manager to be responsible for the day to day co-ordination of the agreed service
- b) To manage rota cover and staff absence
- c) Carry an agreed caseload of residents
- d) Interview potential residents and carry out appropriate needs and risk assessments
- e) Develop and implement individual Support Plans and carry out regular reviews
- f) Support families/individuals in temporary accommodation whilst homelessness investigations are being carried out by Stratford District Council. This will involve ensuring residents are informed and, where necessary assisted, to access appropriate welfare benefits, health services, welfare services and other support service participating in a multi-agency approach as necessary
- g) Take responsibility for ensuring that accommodation charges are paid by residents and income maximised
- h) Maintain an exceptional standard of accurate and up to date record keeping and ensure that appropriate administrative procedures are adhered to in a professional manner at all times
- i) Carry out necessary health and safety checks as required
- j) Take responsibility for safeguarding clients through adherence to the organisation's safeguarding policy and procedures
- k) Report repairs, renewals, health and safety concerns etc to appropriate colleagues in a timely manner

- l) Ensure that client confidentiality is maintained in accordance with organisational policy and legislation, liaising with senior colleagues as necessary
- m) Ensure that personal targets are met and reported to line managers as required
- n) Identify gaps in provision and assist colleagues in the development and implementation of new services as requested
- o) As appropriate and 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
- g) Participate in an out-of-hours on-call rota

5) LOCATION AND TRAVEL

- a) The post is based at Stratford District Council Office which is situated at:

Elizabeth House, Church Street
Stratford upon Avon
CV37 6HX

- b) The job will involve some travelling in order to adequately perform the duties as detailed. Car driver and own vehicle is essential.

Housing Support Worker (Families) Person Specification

AREA	REQUIREMENT	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education	<p>In normal circumstances, the post holder will be expected to have attained a minimum of NVQ Level 3 (or equivalent) in a relevant subject</p> <p>NVQ Level 4 (or equivalent) or a willingness to attain this qualification or similar within 24 months of taking up the position.</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Certification</p> <p>Certification or Interview</p>
Experience	A minimum of 12 months experience of working with individuals and families who are homeless or whose accommodation may be at risk	<input checked="" type="checkbox"/>		Application & Reference
Knowledge	<p>An understanding of issues around homelessness</p> <p>An understanding of working with individuals/ families in crisis</p> <p>A working knowledge of welfare benefits</p> <p>A working knowledge of support groups, services for help in dealing with issues such as sexual health, alcohol and substance misuse, mental health and family breakdown.</p>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	

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

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