

Support Worker Job Description

Job title:	Support Worker
Responsible to:	Emergency Housing manager
Internal working relationships:	Kingdom Way Trust staff team & volunteers
External working relationships:	Local Authorities Referring agencies Supporting agencies Local churches

Job Purpose:

- To support residents towards finding longer-term, stable accommodation
- To support with any other relevant issues they may be facing and be an advocate
- To work with residents on all aspects of maintaining their agreements/tenancy
- To ensure residents are fully aware of the rules, boundaries and consequences of their actions

Main Tasks

- Support residents through their journey from assessment to move-on
- Create & update support plans and help residents achieve their goals
- Give advice and signpost to other agencies as necessary
- Liaise between organisations to ensure that residents obtain and attend appointments
- Support residents in finding and moving to their next accommodation

Administrative

- Assessment process of potential residents
- Complete support plans and produce casework notes for all residents
- Complete the relevant paperwork and deliver all levels of warnings and disciplinaries to residents when appropriate
- Keep relevant paperwork and files up to date and compliant with relevant legislation

Other

- Prepare bedrooms for new residents. Help with clearing/cleaning rooms after departure
- Maintain and strengthen systems offering suggestions for improvement where required
- Attend meetings, away days, spiritual retreats, training days and other events
- Identify training opportunities for yourself
- Assist with other work, events or situations as needed

Person Specification

ESSENTIAL

Experience

- Experience working with adults in a vulnerable position
- Knowledge and understanding of safeguarding issues
- Experience of assessing and managing risk
- This post requires an Enhanced DBS check

Skills / Abilities

- Ability to listen actively, empathise and act accordingly without judgement or prejudice
- Ability to sustain, develop and evaluate individually tailored support programmes
- Passionate about the mission and values of Kingdom Way Trust
- Good verbal communicator
- Proficient at various methods of formal and informal communication e.g. over phone, email, in meetings etc. with agencies, churches, staff and a wide range of people
- Proficient with Microsoft Office, Word, Excel, Outlook
- Ability to work under pressure and consistently deliver a high quality of service.
- Able to relate with the team, but also able to work alone, take initiative and manage and prioritise a diverse workload
- Quick learner, well organised and able to adapt quickly to changing situations
- Flexible approach to working with a variety of individuals
- Ability to sustain, develop and evaluate working practises and personal style.

DESIRABLE

Experience

- Experience working with the homeless
- Experience and/or knowledge of working with other similar support and housing agencies
- Experience and/or knowledge of supporting other tenant groups with which you would be working e.g. those with addictions, ex-offenders, asylum seekers etc.

Terms and Conditions

- 20 – 37.5 hours per week (negotiable)
- Occasional evening and weekend work may be required
- £26,000 FTE
- 20 days pro-rata plus Bank Holidays
- Following successful completion of the 3 month probationary period Kingdom Way Trust will make a contribution equalling 5% of salary to a Personal Pension Plan
- Support for continuing professional development as appropriate