

JOB DESCRIPTION

Job Title: Support Worker	Responsible to: Services Manager/Team Leader
Agility: Non - Agile Designated Office:	Responsible for:
The Role	Key Activities
Support people to improve their wellbeing, make links with their local communities and manage their homes. Work alongside people to support them in meeting their potential in all areas of their lives. 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. Work in partnership with the customer and the other professional external agencies and services surrounding that customer. Empower customers to live independently by creating an environment in which they can thrive and supporting them to develop their own skills. Identify and act on any safeguarding concerns in accordance with Westward's safeguarding policies and procedures Work to provide a safe and secure environment so that Customers can feel safe and secure.	1. Liaise with customers, colleagues and other professionals, making referrals into other agencies/services appropriately to support the customers journey, ensuring that we maintain regular liaison with the process. 2. Work alongside customers to develop an individual support & safety plan by identifying goals and assessing barriers to reaching goals. 3. Advise on housing and tenancy related issues, including ASB, welfare benefits including knowledge of entitlement and how to claim, financial and budgeting matters. 4. Ensure records are thorough and up to date using CMS and housing management system as appropriate. 5. Cater to the individuals practical and emotional needs – from supporting customers to find employment, training or education to develop safe relationships and a higher level of self-awareness. 6. Work in line with Ofsted regulations and follow the principles as appropriate to the service. 7. Develop close links with the local community, whilst promoting equality, diversity, inclusivity. 8. Recognise and value differences to create a culture of respect for all people. Challenge stigma and discrimination as it arises. 9. Implement and facilitate group sessions and think creatively about content for individual support sessions. 10. Create and regularly review customer support plans 11. Identify risks which our customers may be vulnerable too and ensure that as far as possible risks are managed, recoding within risk management plans and noting on CMS. 12. Work as part of a multi-agency team to manage risks for individual customers. Involve referrers and customers in managing risks 13. Support the Services Manager/Team Leader with operational planning, monitoring and evaluation of the service(s). 14. Comply with Westward's policies and procedures. 15. Ensure you are always delivering value for money and deliver great customer service at all times. 16. Carry out regular Health and Safety checks throughout the project, including legislation and be responsible for your workplace. 17. Any other duties that are reasonably required of you in your role as required in your service. 18. Manage family relationships.

	19. Lone working, organising time in your diary and prioritising. 20. Court reports and attending Court depending on the situation. 21. Working with partner organisations to source donations and additional funding. 22. Apply for grant applications for funding for individual customers. 23. Attend training as relevant to the role. 24. Service Specific - Torbay Young Parents and Stanley House – Parenting.
What do you need to do the role	It would be good if you also had
Educated to GCSE standard in English and Maths at foundation level (Grades 3 - 1) or a relevant national qualification equivalent to GCSE Ability to use Microsoft Word, Outlook, Outlook Calendar and Excel Experience or demonstrable understanding of working with people with support needs Knowledge and understanding of: - Supported housing and housing related issues - Person-centred approach - Customer involvement and empowerment - The welfare benefits system - Debt - Needs assessment and support planning - Safeguarding - Lone working Understanding of lone working, professional boundaries and confidentiality issues Skills: - Assertiveness - Negotiation and influencing - Judgement - Customer Service - Team Working - Communicate effectively within a team structure and work appropriately with confidential information - Prioritisation - Organisational Abilities: - Work under pressure to meet required deadlines - Work methodically	Education to GCSE standard in English and Maths at intermediate level, or a relevant national qualification equivalent to higher level (Grades 9 - 4) NVQ Level 2 in a relevant subject (or equivalent) Relevant experience (paid or voluntary) of working in housing, support, health or social work. Experience of working with any of the following customer groups: - People who have survived or are leaving domestic abuse - People who have experienced substance misuse - People with mental health needs including those on the autistic spectrum - People with a sensory disability - People with a learning disability - Young people/parents - Older people - People at risk of homelessness - People in or leaving the criminal justice system - Welfare Benefits/Debt Knowledge and understanding of: - Recovery approach - Strengths based approach - Trauma informed support Group facilitation skills Willingness to work flexibly outside 'normal working hours and to cover staff absence/sickness at short notice. Access to a vehicle or the ability to use public transport to be able to travel on Westward business

- Work on own initiative - Solution-focused thinking - High quality report writing - Manage crisis / emotional distress calmly, empathetically and professionally - Monitor and deal sensitively with a wide range of people Commitment to Equality, Diversity and Inclusion Ability to work flexibly	
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