

## **PRHA ~ THNYPSS**

### **Support Worker**

#### **Job Description**

Location: Tower Hamlets, London

Responsible to: Senior Support Worker

#### **Purpose of job:**

To offer high quality intensive housing related support to enable service users to progress towards full independence, gain in confidence and to live independently.

#### **1.0 GENERAL RESPONSIBILITIES**

- 1.1 To work directly with young service users and in so doing provide and maintain a safe supportive environment where service users are encouraged to live as independently as possible.
- 1.2 To be committed to working in an organisation where the input of staff and service users is heard and valued.
- 1.3 To ensure that PRHA's commitment to Equality of Opportunity and managing Diversity underpins all areas of work.
- 1.4 To be fully aware of the emergency procedures i.e. fire, gas, health and safety and to take necessary action when circumstances require.
- 1.5 To be able to timely input client records including Outcome reporting.
- 1.6 To have Supporting People awareness, experience of the review process, and knowledge of the core and supplementary objectives. To be aware of principles underpinning supported housing practise.

#### **2.0 SPECIFIC RESPONSIBILITIES**

- 2.1 Work with Service users
  - 2.1.1 To proactively engage with service users on a day-to-day basis, establishing positive interaction and ensuring service users receive the necessary level of support in an individually tailored manner.
  - 2.1.2 To work directly with service users as directed and on own initiative where appropriate, supporting them through crisis situations which sometimes manifest as presenting challenging behaviour.
  - 2.1.3 To adopt a positive approach to harm minimisation, in accordance with PRHA's Risk Management Policy.
  - 2.1.4 To act as keyworker to a designated number of service users identifying support needs, drawing up appropriate support plans in consultation with the service user and significant others, coordinating regular reviews, updating the plan and acting as the focus of communication in line with PRHA's policies.

- 2.1.5 To work in conjunction with PRHA's Housing Management Service and facilitate effective communication between tenant and Housing officer. To ensure service user involvement in housing related activities in order to support the service user to achieve independence in managing their tenancy.
- 2.1.6 To support the service user to understand information supplied by the Housing Officer, and attend meetings held with the housing officer when necessary (e.g. when the tenancy is being explained at sign-up).
- 2.1.7 To ensure that service users are networked into local services according to need, and that effective links are made and maintained with e.g. Substance Misuse Teams, training and employment opportunities, advice bureau, libraries, GP's, dentists, Community Mental Health Teams, etc.
- 2.1.8 Support service users to organise regular recreational activities and to encourage and support service users to use local amenities and facilities as independently as possible.
- 2.1.9 Undertake resettlement work and outreach work with service users as appropriate.
- 2.1.10 To assist service users' in claiming welfare benefits, deal promptly with problems arising and keep accurate records. To promote financial independence.
- 2.1.11 Ensuring in the event of an irretrievable breakdown in the placement/tenancy, that withdrawal is as organised as possible and that the positive aspects of the experience are not lost.
- 2.1.12 To conduct assessments and referrals.
- 2.1.12 To set up regular house meetings with the service users in shared accommodation and involve the housing officer where appropriate.

## **2.2 COMMUNICATION AND INFORMATION**

- 2.2.1 To liaise closely with external agencies concerned with the welfare of service users including social workers / care managers, colleges, psychiatric services, GP's relatives and significant others.
- 2.2.2 To be responsible for the prompt and accurate recording of all relevant records including Support Planning, Risk Assessments, Complaints handling, Equal Opportunities, Safeguarding Adults, Contact Records, Accident / Incident, maintenance, Health and Safety and others in accordance with PRHA's Policies and procedures.
- 2.2.3 To attend and record regular supervision and appraisal, staff meetings and other meetings as directed by the line manager.
- 2.2.4 To work in conjunction with the Employment and Training Worker and the Tenant participation and empowerment worker and any other designated specialist worker to the benefit of the tenant.

## **2.3 FINANCE**

- 2.3.1 To act in accordance with PRHA's financial Policies and support service users' to budget and maintain as much financial independence as possible.
- 2.3.2 To provide guidance with budgeting as soon as financial difficulties become apparent

with clients.

## **2.4 TEAM WORK**

- 2.4.1 Ensure that administrative procedures are adhered to swiftly and efficiently.
- 2.4.2 Recording data in a way that facilitates abstraction for others and statistical purposes.
- 2.4.3 Communicating effectively with colleagues.
- 2.4.4 Attending meetings as required by the manager.
- 2.4.5 Always act in the best interests of the project.
- 2.4.6 To perform any other tasks as may from time to time be determined by the line manager.

## **2.5 PUBLIC RELATIONS**

- a) To represent the Project in any relevant meetings as directed and promote the work of PRHA.

## **3.0 OTHER RESPONSIBILITIES**

- 3.1 To be actively involved in developing PRHA's services
- 3.2 To adhere to PRHA policies.
- 3.3 To carry out light cleaning duties at service schemes as and when required.
- 3.4 To operate within a rota to the benefit of service users.
- 3.5 To participate in a training programme, familiarise with recent legislative changes and share this knowledge with the wider staff team.
- 3.6 To carry out any other duties commensurate with the purpose of the post, or from time to time commensurate with the grade of the post.

## PRHA - THNYPSS

### PERSON SPECIFICATION - SUPPORT WORKER

1. Working experience of working with vulnerable young people in need of housing and with a wide range of support needs
2. Ability to proactively engage with service users, offering choices to promote responsibility, engagement and empowerment.
3. An ability to work effectively with young people presenting challenging behaviour and an ability to enable service users to work through and reflect on crisis situations with appropriate support.
4. Ability to identify support needs of service users and to set up and implement individually tailored support plans and risk assessments.
5. Ability to establish and maintain a rapport and to relate positively to young people from a wide range of backgrounds and a commitment to and an understanding of issues of Equality and Diversity
6. Good interpersonal and communication skills including ability to maintain consistent recording and filing systems.
7. Commitment to and understanding of good Health and Safety practice including risk assessment and management.
8. Capacity to develop constructive and appropriate relationship with young service users promoting trust and positive risk taking.
9. Ability to organise and prioritise time and work between schemes without immediate supervision with sometimes a high and demanding workload.
10. A working knowledge of the welfare benefits system and promotion of financial inclusion.
11. High standard of numeracy and literacy.
12. Competent in using Microsoft packages, including Word, Outlook and be able to data input.
13. High standard and timely record keeping and collation of statistics.

#### **Desirable:**

1. Knowledge of relevant housing law and social care law
2. Youth and Community work qualification
3. Experience of professional client database systems e.g. Salesforce, cdp