



Job Title:	Support Worker	Job Category:	Care and Support
Department/Group:	Client Services	Job Code/Req#:	CS/01
Location:	Various: Tower Hamlets, City of London	Travel Required:	N/A
Level/Salary Range:	£22,750pa rising to £23,205pa on completion of probation	Position Type:	Full Time 40 Hours Per Week
Reports To	Team Leader/Deputy Manager	Date Posted:	10.09.2020
Responsible For	Residents	Posting Expires:	21.09.2020 11am
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: tdiallo@prha.net Subject Line: Support Worker CS/01		MAIL: FAO: CS/01 Providence Row Housing Association 458 Bethnal Green Road London, E2 0EA	
Projects Aims and Objectives			
<p>PRHA provides accommodation and support to homeless men and women with complex needs in Tower Hamlets and the City of London. Within our Psychologically Informed Environments service users are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to either independent or lower support accommodation.</p>			
Role Purpose			
<p>To participate in the delivery of a high quality support service to supported housing service users which meets PRHA service standards, aims, objectives and performance targets.</p>			



Main areas of responsibility

1. Within the framework of a 'psychologically informed environment' work alongside the staff team to create and maintain a safe and welcoming environment.

To interview new referrals and book in after establishing that the project can meet their needs.
2. To engage and build supportive trusting relationships with service users, many with dual diagnosis/ complex needs, motivating and empowering them to recover and improve their lives.
3. To create and regularly update risk assessments and multi-agency risk management plans.
4. To undertake needs assessments, identifying skills and abilities, then develop and regularly review holistic user led support plans using the outcomes star to track progress.
5. To work shifts as part of a rota, working weekdays, weekends, mornings and evenings as required
6. To complete the local authority's SMART plans for all service users
7. To carry out assessments of drug/ alcohol usage with key service users and deliver brief interventions outlining risks, encouraging use of drink diaries, harm minimisation options and referral to specialist agencies.
8. To deliver high quality support to a caseload of key service users, including support to access health, benefits, training, other activities and services.
9. Using allocated personalised hours offer practical assistance with life skills, activities and appointments.
10. To initiate and support group activities, e.g. luncheon club, resident meetings.
11. To develop links and effectively liaise with a wide range of internal and external partners, including statutory and voluntary organisations (especially substance misuse agencies), participating in multiagency case conferences to plan support, minimise harm, manage risk and move on.
12. To appropriately anticipate, respond, report and record incidents, antisocial behaviour, challenging behaviour and matters of concern.



13. To share all relevant information (verbally and in writing) within the context of data protection and the confidentiality policy.
14. To work collaboratively as a team member, participating positively in team meetings, training, reflective practice sessions and away days, contributing to service improvement and consistent high quality service delivery.
15. To actively promote and support service user involvement in the design, development and delivery of the service and encourage peer support and involvement across PRHA and the wider community.
16. To ensure that all Health and Safety policies and procedures are followed including room and building checks.
17. To monitor vulnerable service users, with colleagues including the personal care worker and cleaning staff to ensure that care needs are met and rooms maintained. To support personal care where the service user is at risk.
18. To support service users with money management, following PRHA's Finance policies and procedures.
19. To ensure service users are safeguarded from abuse and promptly report safeguarding concerns through the line management structure.
20. To use IT systems accurately to communicate, record and update support plans, incident reports and other records on PRHA's database.
21. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations.
22. To practically implement Equal Opportunities in your daily work, ensuring that services users' diversity and cultural needs are respected, and discrimination or harassment is challenged.
23. To maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
24. Carry out other duties as may be reasonably required



Person Specification Competencies

1. Knowledge and understanding of the support needs of those who have had significant difficulties affecting their ability to live independently, linked to substance misuse, poor mental, physical or sexual health; institutionalisation; having spent long periods of time rough sleeping; childhood or adulthood trauma;
2. Ability to identify and assess needs and risks (within a framework of positive risk taking) and develop user led support and risk management plans.
3. Knowledge and understanding of self-advocacy and empowerment;
4. Awareness of and ability to identify and address health and care issues with partners, especially medication management, substance misuse, mental health, etc.
5. Ability to develop professional relationships with external and internal partners, and share expertise and learn from colleagues in health, social care, probation and voluntary sector etc
6. Ability to work collaboratively with other agencies to ensure that integrated support services are provided for service users.
7. Ability to respond to challenging behaviour in a safe way.
8. Knowledge of and commitment to service user involvement, self-empowerment, equalities, diversity and service improvement.
9. Basic understanding of the principals of delivering support within a Psychologically Informed Environment (PIE) and commitment to working within this model
10. Knowledge and practical application of current adult safeguarding requirements.
11. Knowledge and understanding of Health and Safety in a hostel setting, including dealing with emergencies and working alone.
12. A good listener and communicator at all levels, including people with communication difficulties
13. A good standard of literacy, numeracy, computer skills and the ability to write accurate and succinct reports.
14. Proven ability both to work within a team and use initiative to problem solve.
15. Excellent time management skills
16. Willingness and ability to support personal care where the service user is at risk.
17. Commitment and ability to implement policies and procedures, standing orders and financial regulations



Behaviours:

1. Customer Focused
2. Determined, persistent and result orientated
3. Self-motivated
4. Adaptable and Flexible

Reviewed By:	Charlene Joseph	Date:	09.09.2020
Approved By:	Mary Kneafsey	Date:	09.09.2020
Last Updated By:		Date/Time:	