

Job Title:	Support Worker	Job Category:	Care and Support
Department/Group:	Client Service	Job Code/Req#:	--
Location:	Daniel Gilbert House (DGH)	Travel Required:	No
Level/Salary Range:	£27,352	Position Type:	Full Time 40 Hours
Reports To:	Deputy Manager	Date Posted:	--
Responsible For:	Residents at DGH	Posting Expires:	--
External Posting URL:			
Internal Posting URL:			
Applications Accepted By:			
EMAIL: PRHA@Recruitment.Net Subject Line: --		MAIL: Providence Row Housing Association 15A Kelsey Street, London, E2 6HD	
Benefits:			
<ul style="list-style-type: none"> • Pension Scheme – We offer a group stakeholder pension scheme with 3% employer's contribution, employee contribution is 5% • Holidays - Employees receive up to 22 days annual leave plus bank holidays rising with long service • Medical – we provide a "Cash Back" Scheme for a range of services such as dental, physio, chiropody, health& wellbeing • Training Programmes – We provide comprehensive training to our employees to enable them to grow in their career and achieve their professional aspirations. • Season Ticket Loans – We offer interest-free season ticket loans after successful probation • Life Assurance - Upon death whilst in service, a Death in Service payment may be made according to the scheme rules. The payment covers 3 times of the employee's annual salary. 			

Diversity Statement:

At PRHA, we believe strongly in inclusion across all demographics, for residents and staff alike: LGBTQ+, ethnicity, gender, age, and disabilities. We welcome and celebrate all individual differences, and embark on our journey to serve our community, with our community, together.

About PRHA:

Providence Row has a long history of supporting people in Tower Hamlets: the first night shelter opened in 1860, and Providence Row Housing Association was created in 1975 to continue this work. We remain committed to our East London roots, helping residents who have a variety of support needs, often resulting from a history of complex trauma. Holding a satisfaction level of 92% in 2022, we work alongside Grounded Eco-therapy for recovery of people and places, and we pride ourselves on offering person-centred and trauma-informed support.

Job description:

As a Support Worker, you will work directly with residents to ensure positive outcomes, working within the ethos of a Psychologically-Informed Environment to identify relevant support services and encourage resident recovery and independence. You are also responsible for maintaining safety and security within the building, ensuring that the hostel is meeting PRHA service standards, aims, objectives and performance targets. This includes working regular weekends and occasional bank holidays.

Your responsibilities:

- Work alongside residents and other professionals on recovery focused goals, and co-produce support plans in order to achieve outcomes.
- Work with vulnerable residents in a recovery focused model, which keeps the residents at the heart of service delivery.
- Work with your team to assess risks, and develop risk management plans using a harm minimisation approach.
- To work with residents and relevant local services to plan and support move-on from the service and the resettlement of residents.

- Discuss cases with other agencies and professionals to ensure that risks are communicated and that support is consistent and cohesive.
- Ensure all work with residents is recorded on our database and that relevant services are kept informed.
- Ensure all new residents are appropriately on boarded into the service and that all paperwork is completed.
- Uphold PRHA's commitment to Equality of Opportunity in your daily work, ensuring that residents' diversity and cultural needs are respected.
- Assist with money management, following Finance policies and procedures.
- Participate in Health & Safety checks of common areas and residents flats, escalating risks and repair issues where necessary.
- Work with the housing management team to ensure rent is paid promptly and any issues are addressed.
- Attend all necessary training, team meetings and supervision meetings as directed.

Your background:

- Experience working with vulnerable people, who may be engaged with substance misuse and have histories of trauma and mental health issues.
- Good skills with communication, literacy, numeracy, and IT services to share and report relevant information.
- Knowledge and understanding of Health and Safety in a hostel setting, including dealing with emergencies and working alone in cases of substance misuse, homelessness, mental health, and offending.
- Proactive and creative when facing problems.
- Capable of managing a workload effectively, flexibly working on your own initiative.
- Robust knowledge and practical application of adult safeguarding requirements, responding to risks therein.

- Understanding of how to deescalate and challenge behaviour calmly.
- Ability to work shifts, including weekends and bank holidays.

Reviewed By:	Service Manager	Date:	22/04/2024
Approved By:	--	Date:	--
Last Updated By:	Service Manager	Date/Time:	22/04/2024

Need more information?

Visit our website <https://prha.net/> for more information.