

JOB DESCRIPTION

Job Title:	Relief Support Worker
Service / Department:	Morecambe Foyer
Reports To:	Service Manager
Responsible For:	n/a
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Relief Support Worker will engage creatively with people who are or who have recently experienced homelessness to identify, and enable the growth of their strengths and talents as you work with them to develop the skills and resources to transform their lives and enable independent living.

Main Duties and Responsibilities:

- To provide relief rota cover for essential duties
- To ensure that appropriate arrangements for access to the scheme by tenants and visitors are monitored and enforced
- Ensure all security procedures are adhered to and equipment is operating effectively including CCTV, security alarms, fire alarms, lifts, doors, locking devices etc.
- Ensure that CCTV is monitored regularly
- Ensure the safety and welfare of residents by dealing with emergency situations contacting the appropriate emergency services
- To give general clerical/administrative support to the management team as required to enable the smooth running of the scheme
- To undertake reception duties as and when required
- Ensure a responsible, courteous but firm and effective attitude towards residents and visitors
- Liaise with police and other emergency services as appropriate
- To promote and implement the Associations diversity policy in all aspects of work and in dealings with outside bodies
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- N/A

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, eg Microsoft packages and capacity to successfully navigate support packages used by Saha
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability and willingness to travel between service locations
- Ability to plan forward, prepare and deliver life skills sessions

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?