

## JOB DESCRIPTION

<b>Job Title:</b>	Support Worker
<b>Service / Department:</b>	Mildmay House – Liverpool
<b>Reports To:</b>	Service Manager
<b>Responsible For:</b>	n/a
<b>DBS Check:</b>	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 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:

- Deliver high quality effective, timely and person centred assessments for allocated clients to identify and prioritise needs.
- Provide support to clients in order to manage personal care needs e.g. personal hygiene.
- Contribute to the prevention and management of abusive and aggressive behaviour.
- Develop services specifically focusing on reducing the number of drug and alcohol admissions to emergency services.
- Pro-actively work with external agencies in the interest of addressing anti-social behaviour in the wider community.
- Work closely with the staff at partner agencies (e.g. GP's or drug agencies) to develop shared care strategies.
- To develop and facilitate harm reduction sessions for clients both with workers from within the team and from other agencies and professionals.
- Pro-actively address deterioration in physical and emotional wellbeing, isolation and exclusion.
- Ensure that all relevant agencies are involved in the support process to avoid duplication of support offered.
- Implement flexible appointment systems that can accommodate chaotic lifestyles.
- Provide simple, quick access to services for clients at the time they are required.
- Ensure the standard of accommodation and grounds are of a consistently high level through communication and practical means. This includes assisting with clearing clients' rooms, identifying and reporting repairs and maintaining equipment to high standard.
- Ensure the security of the project is maintained at all times.
- To undertake administrative duties and domestic tasks when required.
- Undertake Mainstay assessments for individuals requiring housing assistance
- The post holder may be required to work outside of normal working hours on occasion of which time off in lieu will be given
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### 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:

- Chartered Institute of Housing
- Social care qualification
- Degree level qualification in a relevant field

### 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, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to participate in the shift rolling rota system over 7 days

### 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.

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