

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	Relief Support Worker
Service:	Weston Super Mare
Reports to:	Service / Deputy Manager
Responsible for:	n/a
DBS check	Enhanced with Adults and Children Barring list check

Job Purpose:

At saha 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. As this post is designed to provide relief for planned and ad-hoc shift cover (vacancies, annual leave, unplanned absences, training etc) saha will offer work according to need. There is no obligation for an appointee to subsequently accept a particular offer of work and similarly there is no obligation for saha to offer work at particular times.

Main duties and responsibilities:

1. Provide individual service users with the best possible comprehensive supported housing service
2. Act as keyworker to a caseload of residents, enabling them to take ownership of their journey with saha.
3. Participate in strengths-based assessment with applicants, facilitating the co-production of a person-centred plan, that enables individuals to achieve their goals and aspirations and the opportunity to identify and develop their talents.
4. Deliver or facilitate group or one-one sessions with residents that provide opportunities for them to develop their skills and strengths
5. Encourage and enable residents to engage in a variety of activities that provide a platform for their skills and strengths to be developed and recognised
6. Actively engage residents in developing and understanding the service and their responsibilities under their licence agreement.
7. Support and facilitate our residents to take part in the development and running of the service.
8. Deal with non-compliance issues in a proactive way, using restorative practices
9. Proactively ensure residents are empowered to keep up with their rent payments, monitor rental income and keep rental arrears to a minimum in order to stay within the target percentage.
10. Be responsive to instances of disrepair within accommodation
11. Help ensure the speedy re-let of void properties within the target turnaround period
12. Be responsible for the health and safety of residents and health and safety checks on the building particular on late and sleep in shifts.



13. Develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of saha.
14. Work within saha's safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
15. Be consciously aware of and use saha safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
16. Maintain saha system requirements for creating and storing client records, reports and measuring outcomes.

Related activities:

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

PERSON SPECIFICATION

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Essential qualifications / memberships:

N/A

Aptitudes / 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
- Ability to plan forward, prepare and deliver basic life skills sessions
- Able to participate in a 24 hour shift rota system and an on call rota as appropriate when engaged.

Experience / Interests:

- Experience of or knowledge related to working with homeless people and / or supporting vulnerable people or groups
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- 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. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience