

## JOB DESCRIPTION

<b>Job Title:</b>	Relief Support Worker
<b>Service / Department:</b>	Mildmay House
<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 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 individual service users with the best possible comprehensive supported housing service
- To act as keyworker to a caseload of residents, enabling them to take ownership of their journey with Salvation Army Homes.
- To carry out a 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
- To deliver or facilitate group or one-one sessions with residents that provide opportunities for them to develop their skills and strengths
- To 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
- To actively engage residents in developing and understanding the service and their responsibilities under their licence agreement
- Support and facilitate our residents to take part in the development and running of the service
- To deal with non-compliance issues in a proactive way, using restorative practices
- To 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
- To be responsive to instances of disrepair within accommodation
- To help ensure the speedy re-let of void properties within the target turnaround period
- To 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 Salvation Army Homes.

- To work within Salvation Army Homes 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
- To be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Maintain service system requirements for creating and storing client records, reports and measuring outcomes

### **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.

### **Additional Job Requirements**

- Willingness and ability to work outside of shift/rota on occasions
- Willingness to work flexibly in response to changing organisational requirements
- Willingness and ability to work waking nights
- Willingness and ability to work shifts including evenings, weekends

### **Understanding of:**

- The tasks involved in the day to day running of the hostel
- Need to empower clients to make positive changes
- The issues involved in monitoring fees payments and dealing effectively with arrears
- The needs and support requirements of vulnerable clients on low (or no) income, including those with mental health and/or substance misuse problems
- Professional boundaries and importance of confidentiality in relation to work
- An understanding of and commitment to Diversity & Equality as it applies to a supportive service and in the workplace
- Ability to use IT applications and good keyboard skills

## PERSON SPECIFICATION

### Qualifications and Memberships:

Essential or willing to work towards

- 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 Salvation Army Homes.
- 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.

<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?