

## 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:**

- Provide individual service users with the best possible comprehensive supported housing service
- Act as keyworker to a caseload of residents, enabling them to take ownership of their journey with Salvation Army Homes.
- 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.
- Provide service users with information on housing options, assist them to make applications for accommodation, advocate on their behalf with housing providers and accompany them to interviews and viewings if appropriate.
- Ensure that clients receive the enablement necessary practical help to move in, either directly or through liaison with other support services. This would include, personal and housing benefit claims, assistance with community care grants, domestic fuel connections etc
- Actively engage residents in developing and understanding the service and their responsibilities under their licence agreement.
- Seek to develop/enhance service user's skills and knowledge necessary to live independently by offering practical workshops leading to a recognised qualification, e.g. Budgeting, welfare benefits, training/employment choices, tenancy rights, cooking and domestic skills, social skills and networking.
- Deal with non-compliance issues in a proactive way, using restorative practices
- 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 develop and maintain effective working relationships with specialists and agencies who might offer resources, funding, or individual services relevant to service user needs, e.g. Registered Social Landlords, Local Authority, Community Psychiatric Services, Benefit Agency and other government agencies, referral agencies, charitable trusts, other voluntary agencies.
- Help ensure the speedy re-let of void properties within the target turnaround period
- 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

- 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 Salvation Army Homes system requirements for creating and storing client records, reports and measuring outcomes
- 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:

- 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?