

**Support Worker – Role Details**

**The role**

Our team work with adults, often presenting with complex needs / dual diagnosis and experiencing significant disadvantage. Customers include ex-offenders, those with substance misuse, mental health or homeless-related needs, or a combination of these client groups. You will also work to support veterans as part of a specifically funded project. The veterans we support may have been impacted mentally or physically during their service and you will support them in adapting to civilian life and helping them thrive.

As a Support Worker, your role is to support people to do the things that matter most to them. The role is focused on supporting people to live their lives as independently as they can, keeping them safe, helping them to make choices, and ensuring that they lead full and rich lives in their community.

You will provide support to people either in their own homes and within the local community. The support you give to each person will depend very much on their individual needs and is focussed on doing ‘with people’ not ‘for people’.

What will you be doing:

Your day will be spent supporting people to be as independent as they can. As well as day to day support, this will include supporting people with tasks around their home, supporting them to develop social networks and interests, keeping healthy, managing their money and helping them develop skills and confidence to work or volunteer.

You will provide a ‘hands on’, empathetic support package in relation to every aspect of managing a tenancy successfully.

Working as part of our Housing Team, you will have work with colleagues covering one or more of our schemes in either Wolverhampton, Stoke/Leek or St Helens.

**What we are looking for**

Attitude and personality are important to us. We want to work with people who have a ‘can do’ attitude and approach to their work. People who take ownership and accountability to get things done and to do the right thing. Being able to empathise with our customers is important – what standards of service and housing would *you* expect, and can you work within any constraints to meet or exceed customer expectations?

Supporting colleagues at all levels of the organisation is important to us. We firmly believe that you never stop learning, and we want to develop a culture where we all learn and develop together, acknowledging that we don’t always get things right. We want to learn



from experience and create a culture where people are supportive and constructive, enabling people to thrive. Everyone has a role to play in developing that culture.

**Support Worker – Job Description**

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| **Role Title** | Support Worker  | **Function/Team** | Housing Services |
| **Reports to** | Tenancy Sustainment Officer | **Area Covered** | Wolverhampton |
| **Direct Reports** | N/A | **Hours & Work Pattern** | 37 hours per week  |
| **DBS Check Required** | Yes | **Full Driving Licence Required** | Yes |

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| Overall Responsibility |
| As a support worker for Rolig, you'll provide support to customers in our properties. You will have your own caseload of customers and will work with them on a one-to-one basis. You will identify their needs by listening to them and developing a support plan which is achievable and realistic for them. You will work with other statutory and non-statutory agencies to provide holistic support tailored around the customer’s support plan. |
| Key Tasks and Responsibilities |
| * Identify customers’ needs by listening to them and developing a support plan which is achievable and realistic for them.
* Support customers to attend appointments and encourage customers to engage with services with the aim of improving their physical and mental health.
* Work with customers to identify their strengths and talents, and encourage them to focus and build on these, with a view to affecting behavioural and lifestyle changes that are positive and sustainable.
* Work closely with statutory and non-statutory partners ensuring holistic support for the customer.
* Complete risk assessments with customers ensuring that all risks are appropriately mitigated.
* Be conscientious in areas such as safeguarding and lone working.
* Assist customers to access the benefits they are entitled to claim.
* Challenge harmful behaviours and play an active role in encouraging customers to sustain their accommodation.
* Support customers to manage or reduce alcohol / substance misuse in partnership with other agencies.
* Encourage customers involvement in personal progression in the form of education, training, employment activity or volunteering where appropriate.
* Help customers to improve their practical skills in areas such as budgeting, shopping, cooking, housework and managing a tenancy.
* Maintain accurate customer records in a timely manner.

**General Responsibilities*** Customer focused with a genuine desire to achieve excellence in all areas of

 responsibility.* Work in line with Rolig Homes purpose, core values, policies and procedures.
* Undertake any additional learning and development considered relevant to the

 performance and duties of this post.* Participate fully in the appraisal and personal development programme.
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| This job description is only a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible responsibilities, tasks, and duties. Other responsibilities, tasks and duties may be added at the discretion of the management team. |



**Personal Specification – Essential Criteria**

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| * **Experience of working with**
* **vulnerable people**
 | At least 1 years’ experience of working with people who require additional support to maintain independent living. Specific experience of working with people experiencing addiction or poor mental health would be an advantage. |
| * **Experience of working with partners**
* **and stakeholders**
 | Able to develop and maintain positive relationships with stakeholders for the benefit of the customersand business. |
| * **Empathy and resilience**
 | Doesn't take the events of the day home with them, undertakes activity to care for own * wellbeing. A warm personality, gives appropriate eye contact, demonstrates appropriate levels of empathy or sympathy, demonstrates active listening skills.
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| * **Curiosity and Emotional Intelligence**
 | Will ask questions to understand before finding solutions or signposting. Perceptive to human behaviour, instinctively knows when something isn't right. |
| * **Excellent collaboration and**
* **communication skills**
 | Comfortable interacting with people through different methods and can change their own communication style to meet the needs of the audience and situation. Listening, asking questions to confirm understanding, clear and concise, doesn't always accept the status quo. Uses common sense to help make decisions. |
| **To be ICT literate** | Training will be given for our systems, need to be able to use outlook, word and excel at a basic level.   |
| **Personal Qualities** | Manages self, is organised to deliver, updates systems and reports in a timely manner, sets reminders and follows up to ensure outcomes happen. Pays attention to the detail and has a ‘can do’ attitude. Takes ownership and accountability to get things done. A team player who supports colleagues across the business and helps create a supportive and positive culture. |

