

Job Description

Job Element	Detail
Job Title:	Support Worker non scheme-based
Responsible to: Responsible for:	Operational Manager
Scheme/Location:	Rough Sleepers Team – Outreach Support Worker
Main Purpose (Overall objectives of the post)	<p><i>* passionate * creative * equal * empowering * sustainable</i></p> <ol style="list-style-type: none"> 1. Ensure that people sleeping rough are identified within the specified areas. 2. Ensure that people sleeping rough receive an initial assessment of need, advice and support to obtain accommodation. 3. Provide people sleeping rough with advice and support in relation to their health, wellbeing and safety. 4. Support people sleeping rough to assess their needs, design and deliver support plans which help them achieve their goals. 5. Ensure the scheme achieves its contractual targets. 6. Support other staff to contribute to the development and delivery of support plans.
Duties & Responsibilities	
1) Assessment & Support Planning	<p>Assesses needs and agrees support plans in a timely way in line with casework standards and Brighter Futures support work models and philosophies. Design and deliver support plans in line with case work standards. Develop effective and co-operative relationships with partner agencies. Complete and update risk assessments and design risk management plans.</p>
2) Security, Health & Safety	<p>If necessary exclude customers for a temporary period subject to review where there is an unreasonable risk to the health and safety of other customers and staff.</p> <p>Contribute to ensuring a clean and safe environment in line with health and safety policy.</p> <p>Work in constructive ways with customers to avoid exclusion from the service. Work effectively with partner agencies to raise awareness of rough sleeping in derelict buildings and appropriately risk assess and report to address risks identified</p> <p>To ensure that maintenance or health and safety issues are dealt with appropriately.</p>

3) Safeguarding & Protection from Abuse	<p>Provide written reports detailing safeguarding concerns and actions taken. Support and advise other staff on professional boundaries and conduct and report issues of concern as appropriate.</p> <p>Work with partners to ensure that customers and staff are protected from abuse, incidents are responded to and plans implemented.</p> <p>Operate professional boundaries and support others to do so.</p> <p>Ensure customers understand how they will be protected from abuse.</p>
4) Client Involvement & Empowerment	<p>Empower customers by supporting their thinking and decision making and helping them get in touch with their ability to do what they need to achieve their goals.</p> <p>Ensure that customers' enquiries, suggestions or complaints are responded to promptly and appropriately and in accordance with policies and procedures.</p> <p>Ensure that customers are consulted on all aspects of the service they receive and are able to take part in consultations and service improvement programmes.</p> <p>Help other staff to understand the support and empowering model.</p> <p>Ensure the information that customers need is readily available for them and distributed to them as soon as possible.</p>
5) Fair Access, Diversity and Inclusion	<p>Ensure that every customer has equality of opportunity and that no one is disadvantaged in their access into or exit from the service.</p> <p>Ensure that customers' needs are properly assessed and responded to in ways which respect their personal needs and preferences.</p> <p>Challenge as appropriate other staff and customers' oppressive practice or stereotyping.</p>
6) Competences & Training	<p>Take responsibility for your training and development.</p> <p>Attend training days booked and complete all elements of courses and assignments to the agreed standard.</p> <p>Undertake regular casework and reflective proactive supervision with Senior Practitioner/Manager.</p>
Targets:	<p>Relevant contractual/scheme targets.</p> <p>Partners increase their referrals.</p> <p>Stakeholders maintain confidence in the scheme.</p> <p>Minimise exclusions.</p> <p>Ensure a high standard of health and safety.</p>
Scheme Specific Tasks:	<p>We may require you to work at a number of schemes which could include weekends and evening work.</p> <p>The scheme in which you are placed will provide you with a scheme specific induction.</p>
Behaviour & Competences:	<p>Behaviour embodies Brighter Futures values and is within the Code of Conduct.</p> <p>In line with policies and philosophies.</p>
Hours of Work:	37 hours per week (Monday to Sunday as per rota)
Salary & Benefits:	<p>Salary: £20,080.05 per annum</p> <p>27 days annual leave, plus 8 additional days</p> <p>Standard Life Group Personal Pension Plan, including life assurance and group income protection</p> <p>Health Care Cash Plan</p> <p>Occupational Sick Pay</p> <p>Childcare Vouchers</p> <p>Staff Counselling Service</p>



Person Specification – Outreach Support Worker – Stoke-on-Trent

We want the post holder to demonstrate the following competencies to a high level and use them in their work. We will be looking for evidence of the following key competencies during the selection process, if you are shortlisted

<ul style="list-style-type: none"> • Communication and Clarification • Creativity, Innovation and Adaptability • Commitment and Customer Focus • Relationship and Team Working 	<ul style="list-style-type: none"> • Respect, Integrity and Open-Mindedness • Accountability, Self-Reflection & Development • Engaging with and Supporting Change
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Although we are keeping direct experience / knowledge requirements to a minimum, we need you to use the job application form to demonstrate your capabilities in relation to each of the criteria listed in sections 1, 2 and 3 below (Addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

1. Specific Qualification, Experience and Track Record

- 1.1 GCSE grade A to C including English and Numeracy or an NVQ Level 2 qualification
- 1.2 Experience of supporting customers to achieve outcomes through support plans
- 1.3 Experience of working in line with risk assessments and risk management plans
- 1.4 Able to establish good working relationships with colleagues and customers
- 1.5 Able to establish appropriate networks and communicate effectively with external agencies

2. Special Knowledge and Requirements

- 2.1 Knowledge of a range of policies relevant to working with vulnerable groups and people with complex needs.
- 2.2 Understanding of barriers and motivators to change
- 2.3 Effective communication skills, oral and written.
- 2.4 Knowledge of windows-based software, including Word, Excel, e-mail and the internet.
- 2.5 Ability to establish and maintain clear boundaries with customers
- 2.6 Ability to respond to/manage sensitive, stressful and traumatic incidents effectively, using tact, diplomacy and assertiveness

3. Additional Job Requirements

- 3.1 Ability to remain calm under pressure and difficult situations
- 3.2 Must be self-motivated with a positive can-do approach
- 3.3 Strong commitment to equality and diversity
- 3.4 Ability to drive and have own transport
- 3.5 Must be able to demonstrate a commitment to our Values
- 3.6 Flexibility required to work evenings and weekends

Core Competencies (Level 1 – 2) (Trainees/Apprentices/Staff)

	<u>Descriptor</u>
Communication and Clarification	Presents clear messages using a range of techniques. Identifies active listening as a key component to effective communication. Appropriately influences others. Is concise and persuasive with a wide range of audiences. Effectively promotes Brighter Futures' values, purpose and services.
Creativity, Innovation & Adaptability	Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness.
Commitment & Customer Focus	Committed to and focused on the views and needs of customers and other stakeholders. Ensures that customer needs are at the core of Brighter Futures service provision and take a non-judgemental approach to issues. Remains resilient and positive in seeing things through.
Relationships & Team Working	Develops and maintains positive relationships with a variety of people. Appropriately networks internally and externally for the benefit of Brighter Futures, its services and customers. Displays self-awareness, respect and integrity in all relationships.
Respect, Integrity & Open Mindedness	Understands and works within Brighter Futures commitment to equality and diversity. Respects and values the diversity of colleagues, customers and the wider operational environment. Understands and respects other people's points of view. Demonstrates commitment to enhancing and developing Brighter Futures services in line with principles of equality and diversity.
Accountability, Self-Reflection & Development	Takes ownership, meets responsibilities and honours commitments. Is open and committed to continuous development. Applies new information and learns from experiences. Shares knowledge and learning and recognises own strengths and areas for development. Is open to receiving feedback about own performance. Can identify and discuss own mistakes and failings and takes steps to rectify them to improve performance. Presents a calm, competent and professional image to customers and other employees.
Engaging with and Supporting Change	Is proactive, responsive and adaptable. Inspires others to positively engage with changes. Constructively and appropriately challenges change appreciating Brighter Futures need to remain flexible and break from tradition for the benefit of the customers and the mission of the organisation. Remains resilient and sees things through and is able to remain effective under pressure.