

YOUR JOB



Job **Support Worker**

Your manager **Team Manager**

Job Purpose

- You will be providing housing management and support to young people leaving care in their own homes.
- You will be helping our clients develop their skills to prepare them to make the most of living fully independent lives.
- You will be working with our clients to help them identify and access training, education and employment opportunities

Responsibilities

- Provide emotional and practical support to young people including some sleep ins, evening and weekend work.
- Take part in an on-call rota providing an 'out of hours' emergency service to our clients.
- Identify and regularly review each client's needs and draw up a support plan
- Ensure that safeguarding and risks for each young person are reviewed on a regular basis
- Liaise with other professionals from relevant agencies to ensure good communication and continuity of care and support
- Attend group and consultation meetings with young people as required
- Visit properties on a regular basis to carry out health and safety checks
- Ensure that any action required in terms of repairs are carried out in line with timescales outlined in our policies and procedures
- Any other duties in line with the above, as reasonably required.

Key Competencies

We are looking for people who:

- Have an understanding of and commitment to providing high quality services and customer care.
- Have the ability to assess clients needs in a comprehensive and holistic fashion
- Have an understanding of their safeguarding responsibilities and the ability to identify and assess safeguarding risks
- Have a proven track record of working positively and successfully with vulnerable young people, including those who have been in care (ideally at least three years' experience).
- Have ideally at least three years' experience of managing shared and supported housing properties
- Have a high level of self awareness and empathy / understanding of others
- Have excellent written and verbal communication skills and are numerate.
- Have excellent emotional resilience in working with challenging behaviours; be able to set boundaries, to challenge appropriately, and to manage conflict constructively.
- Ability to resolve problems in a sensitive and creative way.
- Have a flexible attitude towards working in a small team where covering for and supporting colleagues is essential.
- Have an understanding of and commitment to equality, diversity and fairness.
- Have an understanding of the law and other initiatives affecting service users. (such as the Benefits system)
- Are computer literate (particularly Microsoft Office).
- Have a valid driving licence and permanent use of a suitable vehicle.
- Have a positive attitude, energy and initiative
- Have a sense of fun and humour.

