



housing the homeless

## JOB PROFILE

### Support Worker

- Location:** Bracknell
- Responsible to:** Operations Director
- Responsible for:** Renova Housing Project
- Contract:** 6 months fixed term contract (may be extended or made permanent)
- Salary:** £14 per hour
- Hours:** Monday to Friday 7.30 to 2.30 pm
- Annual leave:** 28 days per annum pro rata (inclusive of public holidays)
- Other Benefits:** All travel expenses linked to the role from Bracknell
- Job Purpose:** The aim is to provide an intensive support service to vulnerable client groups to address their support needs and work towards independence and work. You will support 8 males with multiple difficulties including ex-offenders, adults with addiction issues, adults with Mental Health needs, adults who are homeless and adults with complex needs.

This post will assist residents to move on to independent living and permanent accommodation including referral management, initial assessments, upholding of house rules, benefit support, budgeting and life skills support. The role requires close working with a range of agencies such as Housing Services, Mental Health Services, Adult Social Care, Drug and Alcohol Service, Police and Partner organisations.

#### Job Context:

Renova is a new-faith based charity that creates positive change in people's lives. In Bracknell, Renova provides accommodation for 8 single homeless vulnerable men aged over 25 from a variety of backgrounds including: offending, mental health,

domestic violence and alcohol & drug abuse to help them achieve independent living and employment.

### **Principal duties and responsibilities**

- Responsible to the Operations Director and Health and Wellbeing Director
- Assessing residents' needs, preparing individual support plans and updating support plans as necessary. Support plans will be prepared with the approval of the Health and Wellbeing Director.
- To hold a caseload of 8 male clients with complex needs being available to provide support and to deal with queries
- Regular contact with residents as per their support plan
- Undertake support work with clients
- To make referrals to relevant agencies to ensure residents' support needs are addressed.
- Build supportive, trusting relationships with clients and engagement with the Renova programme
- Introduce and support clients to access appropriate services and support client to sustain engagement
- Support clients to progress to their next step with the ultimate aim of getting them back to work and participating in a thriving community
- Ensure all client files and any other administrative recording such as risk assessments and support plans are regularly monitored and kept up to standard.
- Establish and maintain effective links with all appropriate statutory agencies and partners.
- Ensure all incidents and complaints are reported and dealt with in line with organisations processes.
- Ensure all health and safety issues are reported promptly
- To actively source and manage move-on opportunities for residents with housing providers and complete move-on referrals accordingly in line with the individual support plan.
- **Knowledge/experience of supporting clients with complex needs including, worklessness, individuals involved in crime or antisocial behaviour, addiction and recovery related issues is essential for this role**

### **External Agencies**

- To build and maintain good working relationships with external agencies to benefit the support needs of the residents (including referral, workshops, move-on, education, training and employment opportunities).

## **Resident Involvement & Regulatory Standards and Compliance**

- Ensure all residents have the opportunity to shape and influence service delivery in relation to housing management.
- Maintain a thorough knowledge and work within all Renova Policies and Procedures (i.e. Code of Conduct, Safeguarding and Health & Safety policies & procedures, as well all policies & procedures in relation to housing and reception duties). Renova is committed to ensuring the health, safety and welfare of employees and safeguarding all participants in the project.

## **Other duties and Responsibilities**

- Undertake other duties commensurate with grade and status
- Attend regular supervision and other personal development activities (training events), so commits to continual professional development.
- To ensure proper holiday notice is provided to arrange cover
- Occasional working outside normal hours to attend evening and weekend events or to attend to emergencies on behalf of the Housing Project Manager.

## **Key Worker Person Specification**

- Housing, Health, Social Work, Counselling, Outreach or Keyworker Qualification or experience
- Minimum of 3 years' experience supporting clients
- A full driving licence and use of a car would be advantageous
- Ability to form supportive relationships with residents always maintaining professional boundaries
- Willingness to work flexible hours in response to changing organisational requirements
- Experience as a keyworker in a homeless charity advantageous
- Experience of working in a drug and alcohol service would be advantageous
- Transferable skills: experience of working in a drug and alcohol service\probation service\adult social care\supported housing\adult learning or learning disabilities
- **This post will be subject to enhanced DBS**