

Post:	Support Assistant
Delegated Authority	Level 8
Team:	Westminster Support
Responsible to:	Team Manager
Responsible for:	Not Applicable

Job Purpose

Working under the direction of the Team Manager, the Support Assistant will be assigned tasks from across the caseload of clients within the Westminster-based floating support service.

The Support Assistant will undertake a range of activities with the clients they have been assigned. This work will support the current support plan objectives and focus on developing a client's confidence to undertake the skills they need to live independently. The work will be both 1:1 and group-based.

Support will be delivered in a highly person-centred and personalised way.

Key Accountabilities

1.0 Supporting Case Work Activities

1.1 Activities and duties that will form part of the Support Assistants role will include (but not be limited to):

- One to one coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc
- Accompanying clients to scheduled appointments
- Through coaching and 1:1 support building the clients confidence to carry out tasks for themselves, focusing on the skills that support the individual's ability to live independently
- Reminding clients of significant events, e.g. rent/service charge payments, attending statutory appointments in order to comply with treatment or criminal justice requirements and supporting clients to develop ways to attend these events without support
- Supporting clients in the processes of moving to permanent or new accommodation, ensuring that all practical issues in relation to their accommodation are addressed
- Completing forms and applications with clients
- Supporting the client to research the variety of resources available to them specific to their individual needs and interests
- Facilitating the use of IT equipment by the client, ensuring they receive appropriate support to use word processing and internet applications
- Ensuring that the client's income is maximised at all times, including the regular review of benefits
- Identifying information to fully inform the assessment and support planning process

- Assisting case holding support workers with client drop-ins and group activities
- Providing joint cover on home visits (where the risk is assessed as required)
- Assisting with the administration of referrals into the service
- Completing correspondence on behalf of the client and/or the case holding Support Worker
- Undertaking tasks in the absence of the case holding Support Worker
- Supporting the delivery of the service's weekly group programme

2.0 Referrals & Service Assessments

2.1 To support the referral team with managing referrals coming in to the service. This will include:- initial response to new referrals; recording new referrals on the database; and other administrative tasks in relation to referral processing.

2.2 To support Floating Support Workers with joint assessment visits and office-based assessment days.

3.0 Needs & Risk Assessment

3.1 To assist the case holding Support Worker to assess each client's support needs and develop their support plan.

3.2 To assist the case holding Support Workers to effectively assess risks and follow agreed risk management plans for clients and group activities.

4.0 Information Management

4.1 Record accurately, up to date and useful information including recording all contacts with clients appropriately to promote effective service delivery and evaluation and ensure all recording systems are up to date.

5.0 Networking, Liaison and Brokering

5.1 To establish and maintain good links with local statutory and voluntary agencies and other community resources, individual grant giving charities or specialist agencies to support clients.

6.0 Social Inclusion/Meaningful Occupation

6.1 To assist clients with life skills development and participation in activities to promote increased independence and involvement in the community. To promote the projects internal feedback methods, such as the complaints procedure, and to respond positively to suggestions.

6.2 To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

7.0 Health and Safety

7.1 To be aware of and comply with policies and procedures for safe working practices for staff and clients.

7.2 To support clients to manage the health and safety of their homes, including minimising fire and environmental risks and accident prevention.

8.0 Teamwork/Personal Development

8.1 To take active responsibility for own and SHP's aims and objectives and participate fully in team meetings, supervisions, performance reviews and training to ensure a cohesive and professional working environment at all times.

8.2 To take personal responsibility for own ongoing development and learning.

9.0 Office Duties

9.1 To participate fully in rotas covering duty sessions and drop in sessions.

10 Miscellaneous

10.1 To undertake additional tasks and responsibilities as directed by the service management, including those in relation to an agreed personal development plan.

Technical and Professional Know-How required for Effective Performance

KNOWLEDGE

- An understanding of the principles underlying a quality and client-focussed service with the ability to empower clients.
- An understanding of the principles of planned support and working with vulnerable people.

SKILLS

- An ability to effectively liaise with a range of service providers or agencies in order to establish or improve quality of life for clients.
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears.
- The ability to be self motivating, work under pressure and manage time effectively, prioritising different areas of work according to need.
- An ability to be self-servicing in the use of IT applications and basic keyboard skills to record activities and to send and receive emails.
- The ability to undertake practical basic household maintenance support with clients.
- The ability to coach someone to undertake a range of practical tasks relating to their independent living including moving into a new home.
- The ability to support the facilitation of group-based support sessions including social groups and personal development programmes.
- The ability to work flexibly in response to changing organisational requirements and work outside of office hours.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	I
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	I
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	I
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	I
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	I

<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is self aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. 	<p>I</p>
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	<p>I</p>
<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	<p>I</p>