

<b>Post:</b>	<b>Support Assistant</b>
<b>Delegated Authority</b>	<b>Level 8</b>
<b>Team:</b>	<b>Camden Recovery and Islington Aftercare Services</b>
<b>Responsible to:</b>	<b>Service Manager</b>
<b>Responsible for:</b>	<b>Not applicable</b>

### **Job Purpose**

Working within SHP's policy and procedural framework to provide effective, high quality support to people with a history of substance use, to provide aftercare and support them into employment, including access to training, education volunteering. In addition, promote and enable clients to access the full range of recovery activities within the borough.

Support Assistants are predominantly responsible for processing new referrals into the service, assessing readiness to undertake the support. Support Assistants undertake routine support activities enabling the client to achieve the objectives of the support, care and/or action plans created between their Recovery/ETE Coordinator and themselves. Support Assistants will also lead on a number of satellite services at partner agencies across the borough, as well as support in the delivery of the various structured day programmes.

### **Key Accountabilities**

#### **Information Management**

Responsibilities for processing all new referrals into the service. 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.

#### **Needs Assessment**

To assist the case holding Recovery/ETE Coordinator to assess each client's practical support needs and develop their support, action and/or care plan.

#### **Support**

Assist clients with, and carry out as required, a wide range of practical and other support tasks including accompanying clients to appointments, practical support in relation to the development of living skills and Employability skills thus supporting client's engagement in meaningful activities.

**Key Working support**

Support the coordinators while enabling clients to achieve the objectives of the support plan in addition to their wider holistic support needs. To record actions and outcomes on Inform.

**Networking, Liaison and Brokering**

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.

**Social Inclusion/Meaningful Occupation**

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. 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.

**Health and Safety**

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

**Group Working**

To support Recovery/ETE Coordinators in the facilitation and delivery of client workshops and larger group working sessions.

**Teamwork/Personal Development**

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

**Office Duties**

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

## **Technical and Professional Know-How required for Effective Performance**

- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears.
- An understanding of the principles of planned support and working with vulnerable people and or people in recovery from substances.
- An ability to effectively liaise with a range of service providers or agencies in order to establish or improve quality of life for clients.
- An understanding of the principles underlying a quality and customer focussed service with the proven ability to empower service users.
- 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.
- Willingness to work flexibly in response to changing organisational requirements and work outside of office hours on occasion.

## Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
Analytical Thinking	<p><b>Gathers the required information to solve problems</b></p> <ul style="list-style-type: none"> <li>▪ Steps back from the problem and thinks about what information is required.</li> <li>▪ Collects the information required to solve the problem.</li> <li>▪ Draws upon and learns from previous experiences of self and others.</li> <li>▪ Organises the information in a logical way.</li> </ul>	1
Commitment and Drive	<p><b>Is conscientious and professional</b></p> <ul style="list-style-type: none"> <li>▪ Meet targets and deadlines.</li> <li>▪ Do what they say they are going to do.</li> <li>▪ Prepares properly for meetings and events.</li> <li>▪ Complies with defined policies and procedures.</li> <li>▪ Understands the need to evidence what we do.</li> <li>▪ Completes paperwork and reports in line with standards.</li> </ul>	1
Efficiency and Effectiveness	<p><b>Organises own work</b></p> <ul style="list-style-type: none"> <li>▪ Thinks ahead about what needs to be done.</li> <li>▪ Sets clear priorities for work.</li> <li>▪ Shows good attention to detail; checks work for accuracy.</li> <li>▪ Keeps files and other paperwork up to date.</li> <li>▪ Knows where to find things.</li> <li>▪ Meets targets and deadlines.</li> </ul>	1
Teamworking	<p><b>Supports and considers others</b></p> <ul style="list-style-type: none"> <li>▪ Does their fair share.</li> <li>▪ Is flexible and is prepared to help with things which are outside their own role</li> <li>▪ Sees when others are struggling and offers help.</li> <li>▪ Owns their decisions and does not pass the buck.</li> <li>▪ Actively contributes to team meetings.</li> <li>▪ Shares knowledge and ideas with colleagues.</li> <li>▪ Actively supports other teams across SHP.</li> <li>▪ Promotes SHP as an organisation inside and outside the organisation.</li> </ul>	1
Effective communication	<p><b>Communicates clearly</b></p> <ul style="list-style-type: none"> <li>▪ Can talk to different types of people effectively.</li> <li>▪ Checks that they have been understood.</li> <li>▪ Speaks to people in a respectful and courteous manner.</li> <li>▪ Respects and takes into account cultural differences.</li> <li>▪ Uses appropriate body language..</li> <li>▪ Writes clearly and concisely.</li> <li>▪ Uses appropriate methods of communication.</li> </ul>	1

Resilience	<p><b>Is self aware</b></p> <ul style="list-style-type: none"> <li>▪ Takes time to reflect on actions and behaviours and learn from them.</li> <li>▪ Admits when they make mistakes and learns from them.</li> <li>▪ Has the confidence to review what works and does not work.</li> <li>▪ Is aware of their own strengths and areas for development.</li> <li>▪ Takes responsibility for their own learning</li> </ul>	1
Putting the Customer First	<p><b>Builds effective relationships with customers</b></p> <ul style="list-style-type: none"> <li>▪ Makes themselves available for the customer.</li> <li>▪ Treats people with respect and courtesy</li> <li>▪ Explores with customers their specific needs</li> <li>▪ Is very clear with boundaries – the customers and their own.</li> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	1
Embracing Change and Innovation	<p><b>Responds positively to change</b></p> <ul style="list-style-type: none"> <li>▪ Sees the positive aspects of change.</li> <li>▪ Is flexible and adapts easily to new requirements.</li> <li>▪ Is willing to learn and to take on new skills.</li> <li>▪ Offers constructive alternatives if they disagree with a change.</li> </ul>	1