



**Post:** Specialist Support Worker (SSW)

**Team:** Islington Private Rented Sector Team.

**Responsible to:** Team Leader

**Responsible for:** Designated caseload of up to 18 clients

### **Job Purpose**

SSW will provide intensive support for people with complex needs, advocating & enabling them to access appropriate services, including housing.

SSW will be supporting clients with a history of homelessness who are currently housed in hostels, temporary accommodation and the private rented sector, who require support to maintain their current tenancy or move into appropriate private rented accommodation. They will work closely with a “broker” from Islington council who will source properties.

Each SSW will carry a case-load of up to 18 clients with multiple needs and will provide end to end holistic, coordinated support for each individual from first contact through to them achieving a more settled and fulfilled lifestyle.

### **Key Accountabilities:**

- SSW will conduct comprehensive assessment of need and risk for each case, using effective tools and recording methods and sharing information with partner agencies where appropriate.
- SSW will offer a tailored support package to each client agreeing goals which are achievable and time measured
- SSW will work within a team, using reflective practise and active learning to generate the best solutions for the client group
- SSW will be based within the existing Islington Service and will be expected to utilise their specialist knowledge, experience, training and contacts to build and develop collaborative networks within the sector. This will include establishing positive relationships with landlords, including those within the private rented sector
- SSW will ensure that policies & procedures regarding the management of client-

related risk issues & safeguarding are maintained & are of a high quality

- SSW will work flexibly to the needs and patterns of the client group.

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

- The ability to deliver a sensitive and client-centred service by applying specialist knowledge (housing, homelessness, substance misuse, mental health) to clients who may be:
  - \* at risk of homelessness
  - \* experiencing mental health problems, alcohol and / or substance misuse
  - \* a low level of engagement with services
- The ability to deliver a client-centred support service to people presenting significant levels of need and risk, and to implement action plans through high quality risk and needs assessment
- An understanding of current Welfare Benefits, and a level of numeracy sufficient to carry out tasks such as budgeting and support with clients to maintain rent accounts
- Good verbal and written communication skills, to ensure effective sharing of information and recording of case notes, handover to colleagues and effective communication to multi agencies.
- The ability to be self-motivating and prioritise effectively to meet performance targets without daily supervision
- A commitment to working flexibly and creatively in response to changing external and organisational requirements and a willingness and ability to work outside standard office hours on occasion.

Competency	What this looks like in practice	Level
<p><b>Analytical Thinking</b></p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<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>	<b>1</b>
	<p><b>Sifts and analyses information</b></p> <ul style="list-style-type: none"> <li>• Processes information quickly and draws accurate conclusions.</li> <li>• Breaks down problems into their parts, identifies cause and effect.</li> <li>• Makes accurate deductions.</li> <li>• Evaluates whether arguments or cases are complete or sound.</li> <li>• Challenges incorrect information or discrepancies.</li> <li>• Reflects on what they've done and learns from it.</li> </ul>	<b>2</b>
<p><b>Commitment and Drive</b></p> <p>(The ability to take the initiative and achieve targets and results)</p>	<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>	<b>1</b>
	<p><b>Is proactive and solution focused</b></p> <ul style="list-style-type: none"> <li>• Is enthusiastic and positive in what they do.</li> <li>• Do things before they need to be told.</li> <li>• Find solutions for themselves.</li> <li>• Knows when to make decisions and when to seek support from others</li> <li>• Is flexible and adapts response according to the situation while working within. SHP policies and procedures.</li> </ul>	<b>2</b>
	<p><b>Goes the extra mile</b></p> <ul style="list-style-type: none"> <li>• Willingly take on extra tasks and/ or responsibilities outside of their current role.</li> <li>• Look for and enjoy new challenges and opportunities.</li> <li>• Achieve results through their own motivation and drive.</li> <li>• Starts and carries through new projects.</li> <li>• Consistently achieve high standards for themselves (and others).</li> </ul>	<b>3</b>

<b>Efficiency and Effectiveness</b>  (The ability to plan and organise work so that deadlines, targets and standards are met)	<b>Organises own work</b> <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>	<b>1</b>
	<b>Consistently delivers work on time and to standards</b> <ul style="list-style-type: none"> <li>• Produces work quickly.</li> <li>• Meets quality standards.</li> <li>• Plans work and projects, sets clear milestones.</li> <li>• Monitors progress and takes action where performance deviates from plan.</li> <li>• Juggles several tasks and projects at any one time without letting any drop.</li> </ul>	<b>2</b>
<b>Teamworking</b>  (The ability to work cooperatively and supportively with their own team and other teams across SHP)	<b>Supports and considers others</b> <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>	<b>1</b>
	<b>Builds team spirit</b> <ul style="list-style-type: none"> <li>• Acts to promote cooperation in the team.</li> <li>• Emphasises the strengths of the team and builds on them.</li> <li>• Offers support and coaching when required.</li> <li>• Proactively identifies and manages conflict within the team.</li> <li>• Takes collective responsibility for team actions and decisions.</li> <li>• Represents the team positively to others in SHP.</li> </ul>	<b>2</b>
	<b>Promotes teamwork across SHP</b> <ul style="list-style-type: none"> <li>• Actively encourages teams across SHP to share best practice and new ideas.</li> <li>• Ensures that each team understands how they contribute to the organisation as a whole.</li> <li>• Finds out what other departments are doing to</li> </ul>	<b>3</b>

	<p>see if they can learn from them or to share ideas.</p> <ul style="list-style-type: none"> <li>Ensures that each service/area promotes SHP as a whole externally and internally.</li> </ul>	
<p><b>Effective communication</b></p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<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>	<b>1</b>
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>Is open and honest.</li> <li>Makes ever effort to put people at their ease.</li> <li>Is a good listener; gives people time.</li> <li>Takes time to tune into what others are really thinking and feeling.</li> <li>Is very aware of their own emotions and feelings and how these impact on others</li> </ul>	<b>2</b>
<p><b>Resilience</b></p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<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>	<b>1</b>
	<p><b>Is assertive and self confident</b></p> <ul style="list-style-type: none"> <li>Presents self in a confident manner.</li> <li>Raises issues in a constructive way.</li> <li>Able to make clear decisions and act on them.</li> <li>Remains calm and self controlled in challenging situations.</li> <li>Acts decisively and appropriately in a crisis.</li> </ul>	<b>2</b>
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person</b></p>	<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> </ul>	<b>1</b>

<p><b>centred</b> service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<ul style="list-style-type: none"> <li>• Recognises that SHP exists to provide a service to our customers.</li> </ul>	
<p><b>Embracing Change and Innovation</b>  (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p><b>Finds positive solutions to meet customer needs</b></p> <ul style="list-style-type: none"> <li>• Actively seeks and offers alternative ways of meeting customers needs.</li> <li>• Is responsive to customer problems, and works with them to resolve problems promptly.</li> <li>• Foresees problems rather than waiting for them to happen.</li> <li>• Asks for feedback from customers about the service provided, and acts on it.</li> <li>• Establishes effective working relationships with other agencies to meet customer needs.</li> <li>• Knows when to refer on to other agencies.</li> </ul>	<p><b>2</b></p>
	<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>	<p><b>1</b></p>
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>• Constructively challenges the way that things are done now and proposes feasible and better ways.</li> <li>• Comes up with creative solutions and ideas.</li> <li>• Seeks new ways of working in partnerships.</li> <li>• Asks for others ideas on how changes and new ideas can be implemented.</li> <li>• Looks for new opportunities for promoting SHP.</li> </ul>	<p><b>2</b></p>