

**Post:** Support Worker

**Delegated Authority:** Level 7

**Team:** Newham Move on Service

**Responsible to:** Team Manager

**Responsible for:** Designated case load of clients.

### **Job Purpose**

The Newham Move On Service is funded by the London Borough of Newham to provide flexible housing related support to clients who have been rough sleeping in the borough. LBN recognises that the number of people rough sleeping in Newham has significantly increased and are responding to the issue by commissioning a wrap around Move On service to clients identified as rough sleepers.

Working in line of SHP's Policy and the Procedures the Support Worker will be hold a caseload of clients who have been identified as Rough Sleepers in the borough. The SW will provide a wrap around support service for the clients and ensure that they are housing-ready at the housing staging post. Once ready the SW will support the clients to explore move on options in order to identify sustainable and settled accommodation and avoid returning to rough sleeping. The SW will also be based within the office at the staging post as part of the service rota. The service will respond to the needs of clients and therefore will operate outside of normal office hours

### **Key Accountabilities**

#### **1.0 Risk Assessment and Management**

- 1.1 To produce comprehensive and high quality risk assessment and risk management plans on an ongoing basis for clients.
- 1.2 To minimise risks to clients by identifying, reporting and following up any safeguarding concerns.
- 1.3 To provide a comprehensive handover of risk to other professionals who may be involved with cases.

#### **2.0 Assessment of Need**

- 2.1 To work closely with the client to ensure a full and rounded picture of strengths and deficits is developed
- 2.2 To implement continuous assessment with clients to ensure they are supported and have access to the resources they need in order to achieve positive and sustainable outcomes.

2.3 To ensure that the service is highly personalised and responsive to the specific needs of the client

### **3.0 Support and Action Planning**

3.1 To work in partnership with clients to translate need into action plans that are outcome focussed, SMART and demonstrate progress

3.2 To monitor and review plans to ensure they remain relevant

### **4.0 Information Management:**

4.1 To ensure that all recording processes are followed up from initial assessment which correctly fall into SHP's policy and procedure. Furthermore to record client's information appropriately and accurately on the INFORM database.

4.2 To contribute to effective service delivery and evaluation by ensuring all relevant files and recording systems are up to date and that key performance information is correctly recorded.

4.3 To share information appropriately with colleagues and others involved.

### **5.0 Partnership working:**

5.1 To work in partnership with other relevant agencies and the clients in order that needs are assessed and are met, and as far as possible including external professionals in the support planning process leading to co-created plans

5.2 To take a proactive approach to building effective working relationships with professionals from the relevant services in and outside of the London Borough of Newham,

5.3 To work in partnership with SHP staff including the Service Manager, Team Manager, and other peers.

### **6.0 Supporting ongoing recovery**

6.1 Working in collaboration with key partner agencies by being responsive to requests, giving regular client updates, participating in multi-agency working.

6.2 Promoting activity that supports recovery including social activities, exercise, healthy eating and participation in mutual aid groups. Operating a recovery-focused approach including using coaching and motivational interview techniques

## **6.0 Social Inclusion**

- 6.1 To support individuals to work towards gaining greater independence through participation, at service and organisation level and within the wider community.

## **7.0 Client use of time**

- 7.1 Work with clients to identify activities that they would like to take part in to prepare them for independence and move through & include in needs assessment and action plans. Also to ensure clients are assisted to access such activities internally/ externally.
- 7.2 Take part in running activities or small groups in response to identified client needs or as part of a project wide programme of group work.
- 7.3 To support clients that are ready to move into work, education or training by assisting them to access suitable courses or placements.

## **8.0 Health and Safety**

- 8.1 To be aware of the roles and responsibilities and work in accordance of SHP's H&S Policy and the law around H&S at work. To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

## **9.0 Teamwork/ Personal development**

- 9.1 To be flexible, to share skills and knowledge and support colleagues.
- 9.2 To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- 9.3 To be prepared to work flexibly in line with the service and client need. This may include working weekends and evenings
- 9.4 To take personal responsibility for own ongoing development and learning.
- 9.5 Under the direction of the line Manager to carry out additional tasks as identified

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

### **Experience**

- Demonstrable experience of working directly with vulnerable people presenting with significant levels of need and risk.
- Experience to devise and deliver on action plans through high quality risk management and needs assessment, coupled with a current understanding of safeguarding procedures.
- A proven track record of achieving measurable outcomes with vulnerable clients with multiple needs.
- Experience of working effectively with several partner agencies and demonstrable ability of being able to develop contacts and networks; in order to develop positive working relationships.
- Experience of managing complex and/or difficult situations in relation to vulnerable adults.

### **Knowledge**

- A demonstrable level of experience and understanding of the range of approaches appropriate to working with any of the following needs:
  - Mental and Physical ill health
  - Challenging behaviour
  - Current drug and/or alcohol use
  - Antisocial behaviour
  - Offending
- A clear working knowledge of being able to support clients into supported accommodation and/or other support services, with a demonstrable understanding of Housing and other related legislation.

### **Skills and abilities**

- Is able to be self motivating and work under pressure and has the ability to manage time effectively while producing work of a high standard.
- A level of numeracy, literacy and comprehension to input data and the ability to use computer packages.
- The ability to work in a self directed manner without close daily direction and a willingness to work a duty rota covering evenings and weekends.

## Competencies Required For Effective Performance:

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</li> </ul>	<b>3</b>

	<p>drive.</p> <ul style="list-style-type: none"> <li>▪ Starts and carries through new projects.</li> <li>▪ Consistently achieve high standards for themselves (and others).</li> </ul>	
<p><b>Efficiency and Effectiveness</b></p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<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
	<p><b>Consistently delivers work on time and to standards</b></p> <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>	2
<p><b>Teamworking</b></p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<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
	<p><b>Builds team spirit</b></p> <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>	2
	<p><b>Promotes teamwork across SHP</b></p> <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> </ul>	3

	<ul style="list-style-type: none"> <li>▪ Finds out what other departments are doing to see if they can learn from them or to share ideas.</li> <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>	1
	<p><b>Shows warmth and consideration to others</b></p> <ul style="list-style-type: none"> <li>▪ Is open and honest.</li> <li>▪ Makes every 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>	2
<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>	1
	<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>	2
<p><b>Putting the Customer First</b></p> <p>(The willingness and ability to deliver the best possible <b>person centred</b> service to</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> <li>▪ Recognises that SHP exists to provide a service to our customers.</li> </ul>	1

<p>our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</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 style="text-align: center;"><b>2</b></p>
<p><b>Embracing Change and Innovation</b></p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</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 style="text-align: center;"><b>1</b></p>
	<p><b>Generates new ideas</b></p> <ul style="list-style-type: none"> <li>▪ Challenges the way that things are done now and proposes a better way.</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 style="text-align: center;"><b>2</b></p>