

Post:	Locum / Bank Support Worker
Delegated Authority:	Level 8
Team:	Locum Pool
Responsible to:	Service/Team Manager
Responsible for:	N/A

Locum Workers, work across a variety of sites depending on the shifts that are booked. The locum team will be expected to work within SHP's policy and procedural framework, as well as local service procedures. As a SHP Locum worker you will provide a focussed, flexible and responsive service to the clients that we support and / or provide accommodation to.

Locum workers will take part in all aspects of the day to day running of the schemes. You will be working with our clients in accordance with their agreed support plans; you will do this as part of a team, working alongside project workers and full time support assistants all under the direction of the scheme managers.

Locum workers form a crucial role within the schemes, providing a consistent and quality service alongside full time staff members. In some schemes you will have the opportunity to lead initiatives such as structured groups & activities within the hostel as well as taking responsibility for other more general tasks on shift.

Job Purpose

Key Accountabilities

1.0 Day to Day Shift Delivery

- 1.1** To provide effective day to day shift cover that supports the aims of the project and encourages the full participation of clients, as well as to support the work of the project by providing a responsive service.
- 1.2** Ensure that safeguarding and addressing the immediate needs of the residents is paramount to service delivery.

2.0 Needs Assessment

- 2.1** To contribute to ongoing assessment of client's practical support needs and the development of support plans by feeding back relevant information to the key worker and team.

3.0 Risk Assessment and Management

3.1 To understand and work in adherence with risk assessments and risk management plans.

3.2 To monitor risk plans in line with policy guidelines and procedure and to minimise risk to residents by identifying, reporting and following up any concerns or incidents.

4.0 Client Move In

4.1 Provide a safe, welcoming, good standard of accommodation. Once referrals are accepted to ensure that residents are made to feel comfortable and are given information concerning the hostel and other local services.

5.0 Implementing Support Plans

5.1 In partnership with the client and any significant others involved in their support, to translate support plans into practise by both monitoring and reviewing activities and ensuring that tasks and actions are carried out as agreed.

6.0 Information Management

6.1 In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.

6.2 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 gets correctly recorded.

7.0 Partnership Working

7.1 To work in partnership with other SHP Departments and external community agencies in order that client needs are met. To take personal responsibility for a professional approach that enhances the reputation of the service at the project both internally and externally. Internally these departments should include Quality, HR, ETE and Finance.

8.0 Social Inclusion

8.1 To support our residents to work towards gaining greater independence through participation, at service and organisation level and within the wider community.

8.2 To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.

8.3 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.

9.0 Client use of time

- 9.1** To work with our residents to identify activities that they would like to take part in & offer assistance to access such activities internally / externally.
- 9.2** To run activities or small groups in response to identified needs or as part of an organisational wide programme of group work.

10.0 Health and Safety

- 10.1** 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.
- 10.2** To take responsibility for the safe working of self and others and to ensure that local procedures around personal safety and fire are followed.

11.0 Financial/Budgeting Support

- 11.1** To work with residents to maximise benefit entitlements and secure project income through the collection of rents and service charges and the minimisation of arrears and void loss.

12.0 Office Duties

- 12.1** To participate in rotas covering shifts that are agreed in advance with service management. You should have willingness to be flexible around covering shifts that may include early, late and/or occasional waking nights.
- 12.2** To update your availability for cover and ensure that any changes are communicated to managers as soon as possible.
- 12.3** To carry out administrative functions as directed by shift leaders.

13.0 Teamwork/ Personal development

- 13.1** To be flexible, to share skills and knowledge and support colleagues.
- 13.2** To participate in team meetings, supervisions, performance reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- 13.3** To take responsibility for personal ongoing development and learning.

Technical and Professional Know-How required for Effective Performance

When completing your supporting statement, you will be required to address (using examples) some of the points within the box below.

- A level of numerical skills sufficient to carry out tasks such as simple budgeting with clients, calculating benefit entitlements etc.
- An understanding of working with vulnerable people and the ability to assist them with a range of practical and social tasks.
- An understanding of the standards required for a quality and customer focussed service and the ability to empower service users.
- The ability to follow instructions, work under pressure and manage time effectively.
- The ability to use I.T applications and basic keyboard skills, to record activities and to send and receive emails.
- Willingness to work flexibly and at short notice, in response to client led needs.
- Available to work a variety of shift rota hours; including evenings and weekends.
- The ability to lone work (desirable)

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. 	<p>1</p>
<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. 	<p>1</p>
<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. <p>?</p>	<p>1</p>
<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. 	<p>1</p>

<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. 	<p>1</p>
<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>1</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>1</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>1</p>