

JOB PROFILE

Post:	Lead Support Worker (Assessment & Brief Intervention)
Delegated Authority:	Level 7 (Lead Worker)
Team:	Westminster Floating Support
Responsible to:	Team Manager
Responsible for:	N/A

Job Purpose:

Working within SHP's policy & procedural framework to provide effective, high quality, responsive housing-related support service to people living in a range of independent tenures across Westminster

The service's overarching aims are to promote client independence, to prevent tenancy breakdown, and to improve quality of life

The Lead Support Worker (Assessment & Brief Intervention) will provide the access point to the service for clients who have been referred primarily for intensive short term support.

The role will involve taking the lead with managing referrals as part of the referrals team, ensuring quality referrals and cases are assessed in a timely way.

Key Accountabilities

1.0 Referrals:

- 1.1 Ensuring new referrals are appropriate, and that they are acknowledged and recorded within service guidelines.
- 1.2 Conducting initial service assessments of new referrals, establishing recovery-focussed goals and action plans for clients and other support staff to work towards.
- 1.3 Being responsible for prioritising need and deciding the priority for new referrals.

2.0 Assessment:

- 2.1 To take responsibility for arranging and carrying out formal service assessment interviews. These will be urgent resettlement assessments and other assessments for longer term support on a need basis.
- 2.2 The focus of these assessments is client led and should predominately take place in the client home, in the community, or remotely (home/office)
- 2.3 To complete full needs assessments including client goals and support actions to work towards.

2.4 To support the management team in allocating cases and prioritising need.

3.0 Partnership Working:

- 3.1 To take a lead role in partnership working with external agencies to ensure that client needs are assessed and met.
- 3.2 To take personal responsibility for a professional approach that enhances the reputation of SHP and the Westminster Support service.
- 3.3 To work in partnership with SHP staff including the Westminster Floating Support team and central services.

4.0 Risk Assessment and Management:

- 4.1 To produce comprehensive and high quality risk assessment and risk management plans for each referral accepted into the Westminster service.
- 4.2 To minimise risks to clients by identifying, reporting and following up any safeguarding concerns.
- 4.3 To provide a comprehensive handover of risks to allocated Floating Support Worker (where applicable) and/or Support Assistants providing additional support.

5.0 Action Planning:

- 5.1 In partnership with the client and any significant others involved in their support, the Lead Support Worker will translate assessed need into goals that are SMART and recovery-focussed.
- 5.2 In some instances the Lead Support Worker may handover cases to other members of the floating support team eg where longer term input is required than first anticipated. Handovers will occur with high quality Support & Safety Plans in place.

6.0 Information Management:

- 6.1 Ensure that all recording processes are followed with regards to the referral process.
- 6.2 To work in line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the In-form database.
- 6.3 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.

7.0 Client Involvement:

- 7.1 To support clients to work towards gaining greater independence through participation, at service and organisational level and especially within the wider community.
- 7.2 To promote the feedback methods at Westminster Support, including the Client Forum, Exit Survey, and complaints procedure and to support the Westminster Support management team to be responsive to this feedback.
- 7.3 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.

8.0 Meaningful Use of Time:

- 8.1 During the assessment process, work with clients to identify activities that they would like to take part in to prepare them for independence and move-on from the service
- 8.2 To ensure meaningful use of time is recorded and reviewed in the needs assessment and support plan.
- 8.3 To ensure clients are supported to access such activities internally and externally.
- 8.4 To signpost clients that are ready to move into work, education or training to the relevant support and opportunities.

9.0 Health and Safety:

- 9.1 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.
- 9.2 To take responsibility for the safe working of self and others and to ensure that all procedures around health & safety are followed.

10.0 Office Duties:

- 10.1 To participate fully in rotas covering duty and service activities as required.

11.0 Team Work & Personal Development:

- 11.1 To be flexible, to share skills and knowledge and support colleagues.
- 11.2 To participate in team meetings, supervisions, performances reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.
- 11.3 To take personal responsibility for individual learning & development.

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.

Experience

- Experience of working in a fast-paced and multi-faceted environment, and the ability to respond calmly and professionally to challenging situations.
- A demonstrable level of experience and understanding of the range of approaches appropriate to working with mental ill-health, substance use, and tenancy sustainment

Knowledge

- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears.
- Understanding of the principles of risk and needs assessment, support planning, goal setting, and the importance of regularly reviewing these.
- An understanding of the methods that could be used to develop life skills and prepare clients for appropriate move on from support services.

Ability

- An ability to be self-servicing in the use of IT, including using an online database to record work, emailing and using a smart phone for every day communication.
- Ability to maintain professional boundaries and work effectively with partnership agencies.
- Ability to effectively liaise with a range of service providers or agencies in order to establish or improve services for clients.
- Ability to work under pressure using own initiative and prioritising tasks in order to meet tight deadlines.
- The ability to work in a self -directed manner without close daily direction.
- An ability and willingness to work a rota that covers service hours (currently 9AM-6PM)

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. 	1
	<p>Sifts and analyses information</p> <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	2
<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. 	1
	<p>Is proactive and solution focused</p> <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the situation while working within. SHP policies and procedures. 	2
	<p>Goes the extra mile</p> <ul style="list-style-type: none"> ▪ Willingly take on extra tasks and/ or responsibilities outside of their current role. ▪ Look for and enjoy new challenges and opportunities. ▪ Achieve results through their own motivation and drive. 	3

	<ul style="list-style-type: none"> ▪ Starts and carries through new projects. ▪ Consistently achieve high standards for themselves (and others). 	
<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. 	1
	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	2
<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. 	1
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2
	<p>Promotes teamwork across SHP</p> <ul style="list-style-type: none"> ▪ Actively encourages teams across SHP to share best practice and new ideas. ▪ Ensures that each team understands how they contribute to the organisation as a whole. 	3

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

<p>our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	<p style="text-align: center;">2</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 style="text-align: center;">1</p>
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	<p style="text-align: center;">2</p>