



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Locum Bank Support Worker
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	Locum Pool
<b>Responsible to:</b>	Service Manager/Team Manager
<b>Responsible for:</b>	N/A

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## Job purpose



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.

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## Key accountabilities

### Day to Day Shift Delivery

- 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.
- Ensure that safeguarding and addressing the immediate needs of the residents is paramount to service delivery.

### Needs Assessment

- 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.

### Risk Assessment and Management

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

### Client Move In

- 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.

### Implementing Support Plans

- 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.

### Information Management

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

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- 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.

### **Partnership Working**

- 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.

### **Social Inclusion**

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

### **Client use of time**

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

### **Health and Safety**

- 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 personal safety and fire are followed.

### **Financial/Budgeting Support**

- 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.

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## Office Duties

- 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.
- To update your availability for cover and ensure that any changes are communicated to managers as soon as possible.
- To carry out administrative functions as directed by shift leaders.

## Teamwork/ Personal development

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

## Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

## Technical and professional know-how needed for position

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When completing your application, you will be required to address (using examples) some of the points below

### Experience and Knowledge

- 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.

### Skills and Abilities

- A level of numerical skills sufficient to carry out tasks such as simple budgeting with clients, calculating benefit entitlements etc.
- 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.