

Support Worker – Single Homeless Pathway

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

You will work as part of a team across multiple locations providing support services to vulnerable residents, promoting independence within their home and the wider community.

You will provide support services promoting daily living and social skills, health and wellbeing to people who are young or have complex needs so they can develop independent living skills, remain independent and move on to living within the wider community and prevent future homelessness.

You will follow the principles of a psychologically informed environment and Housing First.

You will be committed to putting the people who use our services first, understanding their needs and expectations and achieving results.

You will need to work flexibly across different locations and areas as required. You will also need to be able to work evenings, and weekends as required on a rota basis covering services that are delivered 24 hours a day, 7 days a week.

You must be physically able to undertake moving and handling, have the use of a vehicle with business use insurance, and will be subject to an enhanced Disclosure & Barring Service check.

You will be required to undertake sleep-in duties and may be required to be on the on-call rota.

You will report to the Senior Support Worker.

The location

You will be working at a number of different schemes based around the Island in Newport, Sandown, Shanklin, Ryde.

What you'll be doing: **Customers' Support**

- Provide support to residents and people receiving a service from us, through the principles of housing first and psychologically informed environments, as identified in their needs assessment and support plan
- Deliver services in a way that uses a strengths-based approach promoting independence, rights, choices, dignity and inclusion
- Summon professional assistance in the case of an emergency
- Practice within the criteria set out by the Local Authority, ensuring residents and people who receive a service from us, have an up-to-date support plan which reflects their needs, wishes and agreed outcomes
- Deliver key working sessions, promoting engagement with people in the service, writing plans to help them achieve their goals and desired outcomes
- Maintain and develop professional relationships with people who receive a service from us and stakeholders
- Promote life skills and social skills and encourage resident involvement, playing a key role in the successful implementation of the Customer Involvement Framework.
- Signpost and access specialist services, as required to meet identified outcomes
- Provide assistance with security of the resident's home, and provide support with maintaining a safe living environment
- Follow health and safety policies and procedures at all times, including lone working and infection control as well as the SI&C QA Guide for Health and Safety.

Training/Good Practice

- Attend learning and development events
- Keep up to date with current practice within the service area

Safeguarding

- Carryout individual and environmental risk assessments and develop action plans as necessary
- Follow the Isle of Wight Adult and Children's Safeguarding Procedure
- Follow SHG Vulnerable Person and Safeguarding Policy

Scheme/Service Administration

- Ensure scheme/service administration is maintained as required
- Complete incident report forms as necessary
- Maintain accurate and up-to-date personal records on each person in the service, including support plans, risk safety plans and individual needs assessment documents

What you'll need:

Skills, knowledge, experience and abilities

Essential:

- No experience necessary – full training and guidance will be given
- You will need to be able to listen and communicate effectively at all levels
- You will need to have good written/administrative and IT skills
- You will need to have empathy, compassion and patience
- You will need to be able to work unsupervised in a range of environments and also as part of a team
- You will need to be committed to upholding the values of the Group and the pathway ethos
- You will need to have a keenness to make a positive contribution to improving the quality of life for people with various care and support needs
- You will need to be able to provide practical support with daily living activities and social skills
- You will need to be able to respond in a professional manner to stressful and challenging behaviour
- You will need to be a well-motivated self-starter, with a flexible approach to work

Qualifications/professional development

Essential:

- You will need to be willing and able to train towards an NVQ 3, or equivalent relevant work-based qualification
- You will need to be willing to obtain underpinning knowledge required to perform the duties of the role
- You will need to hold at least 5 GCSE passes at grade “C” or above (or equivalent, Grade 9-5) including English and Maths

Desirable:

- NVQ Level 2, or working towards and NVQ Level 2, or equivalent relevant qualification