

**Job Title: Assistant Support Worker**

**Reports to: Operations Manager**

**About the role**

This role is peripatetic meaning you will move around projects on a regular basis and you will be required to work some evenings and weekends; during probation period and when confirmed in post. Some posts require sleep in shifts and wakeful nights cover.

**On the job development**

* Structured induction.
* Dedicated line manager.
* Bespoke learning & development plan outlining the key skills, competencies, processes, policies and approaches required for success.
* Coaching and mentoring available from experienced colleagues within Goleudy.
* Regular performance reviews.
* Ongoing training and self-directed learning opportunities.

**Key duties**

* Develop positive and professional relationships with clients, colleagues and stakeholders.
* Provide projects with practical cover that is a consistent experience for clients.
* Work with clients to complete actions and goals in support plans.
* Collaborate with colleagues and stakeholders from other agencies to ensure clients are receiving the right package of support.
* Set up activities and Team Goleudy initiatives within projects and community for clients.
* Achieve a sound understanding of health & safety, safeguarding and GDPR.
* Use a tool kit of resources, interventions and person-centred approaches e.g. solution focus, trauma-informed, reflective practice.
* Progress to undertake support worker duties including case work.

**Key performance indicators**

1. Sign up to Goleudy values and expected standards of behaviours as set out in Code of Conduct.
2. Facilitate the effective running of the service by completing daily, weekly and monthly tasks to a good standard and on time, as instructed by line manager.
3. Support clients as per support plan and groups as per service activity plan.
4. Keep clients and services safe with up to date health & safety records.
5. Attend team meetings, supervisions, learning and development opportunities.
6. Comply with all regulatory, legislative and organisational instructions, protocols, policies and procedures e.g. Health & Safety, Safeguarding, GDPR, Quality Management System.

**Key contacts and stakeholders**

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* Clients
* Project staff & contractors
* Line manager
* Operational managers
* Central services managers
* Executive Leadership Team
* Policy organisations (Cymorth Cymru)
* Partner agencies (Landlord, Health/Social Services, Housing, Welfare, Criminal Justice, Drug/Alcohol Support)
* Commissioners (Welsh Government, Local Authority, Health Board)
* Regulators (Care Inspectorate Wales, Rent Smart Wales)

**General**

* Ability to be peripatetic and change working pattern / location at reasonable notice.
* Apply the organisational values to every aspect of the role at all times.
* Be aware of and adhere to organisational policies at all times.
* Take part in progress/performance reviews throughout the year.
* Cooperate with other organisational departments.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Attend training courses and complete training modules as required to meet requirements of the post.
* In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties that may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.
* Adhere to the organisation’s no smoking policy for staff at all its premises

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|  | **PERSON SPECIFICATION** These are the skills, abilities and knowledge we look for when reviewing job applications and asking questions at interviews. | Desirable / Essential |  |  |
| **1** | Your Skills & Abilities |
| 1.1 | Standard of behaviour is in line with Goleudy vales and ethos as set out in the Code of Conduct, you are open to new ways of working and you can relate and engage with people of diverse backgrounds | E |  |  |
| 1.2  | With training and support, you can develop a sound understanding of needs and risk assessments, support planning and practice person centred approaches  | E |  |  |
| 1.3 | You have a positive attitude and motivation to supporting our clients to achieve tenancy sustainment and independent living | E |  |  |
| 1.4 | You can work in a busy environment and show good time management skills | E |  |  |
| 1.5 | You can learn using your initiative and problem solve for benefit of clients/colleagues | E |  |  |
| 1.6 | You can manage changes in responsibilities and work locations with the right support  | E |  |  |
| 1.7 | You can build a rapport and connect with people who face multiple disadvantages and co-existing support needs (rough sleeping, substance use, poor health, offending) | E |  |  |
| 1.8 | You can show empathy and emotional intelligence, confidence and assertiveness | E |  |  |
| 1.9 | You can communicate well verbally and in writing with minimal mistakes | E |  |  |
| 1.10 | You can read, understand, follow and contribute to policies and procedures | E |  |  |
| 1.11 | You can complete tasks to a high quality, with attention to detail using IT systems  | E |  |  |
| 1.12 | You can design, plan and coordinate activities that are engaging and beneficial  | E |  |  |
| 1.13 | You can communicate in Welsh | D |  |  |
| **2** | **Your Knowledge** |
| 2.1 | Interest and passion for a wide range of social issues including homelessness, health, mental health, substance use and criminal justice. | E |  |  |
| 2.2 | Interest in housing related support services and the wider social issues of homelessness, health, mental health, substance use, criminal justice and benefit/welfare system. | E |  |  |
| 2.3 | Awareness of the legislation governing GDPR, health and safety and safeguarding. | E |  |  |
| 3 | **General**  |
| 3.1 | Smart, professional, business-appropriate appearance at all times | E |  |  |
| 3.2 | Ability to work evenings, weekends and nights (certain projects)  | E |  |  |
| 3.3 | DBS is required for roles that undertake regulated activity  | E |  |  |