

**Service: Routes Port Talbot**

**Job Title: Support Worker**

**Reports to: Operations Manager**

**Hours: Monday-Friday 9am-5pm**

**Desirable: Car driver, vehicle owner, business insurance**

**Key responsibilities**

* Provide high quality and effective housing advice and support that focuses on strengths and goals within a framework of moving forward, reducing harm and achieving tenancy sustainment.
* Manage a client caseload; complete risk assessments, offer practical advice and advocacy.
* Participate in rota/shifts and assist in the day-today running of busy project, completing daily, weekly and monthly tasks as allocated by the Operations Manager.
* Record, monitor and review client progress against planned outcomes.
* Negotiate with stakeholders’ access to essential services and tenancy options.
* Liaise with relevant services with regards to accessing additional support.
* Encourage clients to participate and integrate into their local community including access to employment, training, leisure and other universal services where appropriate.
* Contribute to an effective team approach in meeting service requirements and competing demands.
* Practice homeless prevention, tenancy sustainment, psychologically informed approaches, Solution Focus Practice, harm reduction, and co-production (client choice, voice and control).

**Key performance indicators**

1. Sign up to Goleudy values and expected standards of behaviours as set out in Code of Conduct.
2. Provide high-quality support in line with the Goleudy model and expectations of Welsh Government and local authority commissioners.
3. Clients achieve long term tenancy sustainment and recovery from homelessness.
4. Complete all paperwork and client records to the required standards including assessments, support planning goals and risk management plans.
5. Adhere to all Corporate, Finance, HR and Operational guidelines & organisational policy frameworks and procedures including GDPR, Health & Safety and Safeguarding.

**Key contacts and stakeholders**

* 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)

**Health & Safety**

* Strict adherence to all aspects of Health & Safety obligations specified in client, lone working, fire, premises, COVID-19 and other service specific risk assessments and procedures.
* Timely completion of Health & Safety checks/tasks/processes as delegated by the Operations Manager, with issues or concerns reported and acted upon without delay (including out of hours).
* Diligently reporting any incidents, accidents or other Health and Safety issues as per policy and procedure.
* Adherence to All Wales Safeguarding Procedures.

**General**

* Ability to commit to a flexible service delivery that may include evening and weekend working.
* 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.
* Attend training courses and complete training modules as required to meet requirements of post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* 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 / vaping 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** | **Skills & Abilities** | | | |
| 1.1 | Standard of behaviour is in line Goleudy Code of Conduct and core values. | E |  |  |
| 1.2 | Positive attitude towards personal resilience and working with people who face multiple disadvantages/exclusions. | E |  |  |
| 1.3 | Ability to learn and develop a tool kit of person centred, trauma informed interventions and approaches including Solution Focus Practice | E |  |  |
| 1.4 | Ability to work as part of a team and skilled in building positive stakeholder partnerships with results. | E |  |  |
| 1.5 | Ability to work in a busy environment and lone work in the community. | E |  |  |
| 1.6 | Organised with excellent time management skills and able to work flexibly across several project types and client groups. | E |  |  |
| 1.7 | Excellent written and verbal communication skills with the ability to understand and explain complex issues succinctly to clients, colleagues, managers and stakeholders. | E |  |  |
| 1.8 | Able to adhere to policy framework in day to day practice. | E |  |  |
| 1.10 | High standard of literacy, numeracy and information recording skills including competent use of IT, applications and record systems. | E |  |  |
| 1.11 | Ability to communicate in Welsh. | D |  |  |
| **2** | **Knowledge** | | | |
| 2.1 | Knowledge or background of working with people in a housing, support, social care, health, education or other voluntary sector setting. | D |  |  |
| 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 | Understanding of the legislation governing GDPR, health and safety and safeguarding. | E |  |  |
| 3 | **General** | | | |
| 3.1 | Car Owner in possession of full driving licence and Business level insurance | E |  |  |
| 3.2 | Smart, professional, business-appropriate appearance at all times. | E |  |  |
| 3.3 | DBS is required for roles that undertake regulated activity. | E |  |  |

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