**Role Profile**

**ROLE TITLE: Support Worker**

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| **REPORTS TO:** Service Lead | **ROLE BAND:** 4 |
| **DIRECTORATE:** Housing | **NO OF DIRECT REPORTS:** N/A |
| **DBS REQUIRED:** Yes | **LEVEL OF DBS:** Enhanced |
| **DBS UPDATE SERVICE:** Yes |  |
| **ADDITIONAL VETTING:** Yes | **Prison Clearance** |
| **QUALIFICATIONS REQUIRED:** Relevant Experience | |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| To provide housing related support to vulnerable individuals together with providing housing and property management with the aim of achieving a successful move-on and other measurable outcomes including supporting service users to achieve independence. |

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| **KEY RESPONSIBILITES:** |
| * Engage with actual and potential referral agencies including local authority central access point/gateway services, statutory and voluntary sector agencies in order to generate referrals for the service as required. * Plan and deliver an effective support and safety plan with the service user referring to specialist agencies as required. The progressions/outcomes identified, delivered and service user contact should be recorded, monitored, reviewed, and updated regularly and in line with contract requirements. * Ensure that properties are always adequately equipped, maintained, furnished, and cleaned. * Ensure the correct tenure and support agreement is issued and service users comply with these agreements, taking appropriate action in respect of noncompliance including non-engagement with support. * Empower and motivate service users to Identify and achieve desired outcomes. Actively engage with service users in decisions that affect them. * Develop a move-on plan with service users at the earliest opportunity, identifying realistic options for independent or more appropriate housing. * Support service users to undertake domestic tasks wherever possible, including practical assistance where they have not yet developed the skills. |

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| **PROFESSIONAL & TECHNICAL EXPERTISE** |
| * Maintain regular contact with service users in accordance with the requirements of the service and no less than the requirements of the minimum contact procedure. * Maximise rent collection, ensuring successful housing and other welfare benefit claims are submitted and maintained, taking proactive action to minimise rent arrears in line with targets, monitoring the account and recording all actions and where necessary taking appropriate action when arrears arise in line with policy and procedure. * Ensure that routine property maintenance and damage is reported promptly to maintenance staff. * Minimise void time by taking a pro-active approach to ensure properties are re-let as soon as possible in line with targets. * Develop practical life skill sessions or programmes with service users as required. * Work collaboratively in a multi-agency setting as required. This includes maintaining professional relationships and appropriate confidentiality of information. |

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| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Ensure that initial and regular assessments of the potential or actual service user, including any risks, of his/her needs and requirements in respect of the service, to determine eligibility for the service taking necessary action where required are delivered by direct reports. * Actively contribute towards meeting Individual and team performance targets in respect of the service. * Take responsibility for committing to learning and development and actively designing actions through the appraisal and supervision process that will help improve practice and support skills. * Maintain up to date records via relevant and appropriate systems within specified timeframes and produce reports as required. * Keep up to date with relevant regulatory requirements of the sector and ensure that service delivery meets these requirements, including engaging in audits and inspections as required. * Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of services users/learners. * Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols. * Act in line with, promote and carry out all responsibilities with full regard to Nacro’s Equality and Diversity Policy. * Be responsible for reporting any health and safety issues within your sphere of control. * Display professional behaviours that are consistent with company values and serve as a positive role model.   **Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.** |

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| **Line Manager/Head of Dept:** | S. Hughes |
| **HR Business Partner:** | H. Isherwood |
| **Date:** | 1st June 2020 |
| **Profile review date:** | 17th June 2020 |