Support Worker

Reports to: Service Manager

Responsible for: No direct reports

Role purpose

You will be part of the team delivering our young people's supported housing service in Lowestoft. Supporting young people who are homeless or at risk of homelessness and who require a level of support before they are able to sustain their own accommodation. You will ensure that our customers receive an excellent level of support that uses a strengths-based approach, centred around their aims and aspirations. You will work alongside our customers to ensure that they feel safe, happy with the service they are receiving and have the widest opportunities available to them to enhance their lives.

Role Scope

- You will be central to ensuring that our customers have an outcomes based support plan in place that meets their aims and aspirations
- You will support our customers to manage risk and take positive risks to enhance their wellbeing working alongside other support agencies to ensure a holistic approach
- You will be involved in referrals, risk assessing and supporting the team to ensure that our customers, colleagues, and our buildings are safe by adhering to good practice, legislation and safeguarding procedures
- You will be actively engaging with our customers and wider stakeholders to ensure that the service thrives and delivers to our best ability
- You will support our customers to link into the local community, to gain new networks and opportunities through volunteering, training and work
- You will be a strong advocate for our customers through getting to know them and recognising them as experts through their lived experiences

Key Responsibilities

You will be solutions focused and will deliver solutions and ideas that overcome the challenges faced by our customers and communities. You will adopt our Orwell values of P A C E.

People-focused – people are at the heart of our business. By recognising people's diverse needs and strengths and treating everyone fairly we can both serve our customers better and support our teams to run a brilliant business and improve services. We will work together as Team Orwell to achieve our ambitions.

Ambitious – we are ambitious to grow the organisation so that it can do more and realise the full potential of Orwell, our employees and those we support, care for and house.

Collaborative – we will work in partnership and search out best practice. We will collaborate with tenants, customers, colleagues and like-minded organisations to develop solutions together.

Effective – we will be economic and embed efficiency across our services ensuring we lead the way with our knowledge and expertise. We will ensure that our teams are committed and competent to be the best at what they do.

People-focused

You will;

- Promote Equality, Diversity, Fairness and Inclusion at all times.
- Promote a 'Team Orwell' culture across the organisation.
- Be alert to safeguarding concerns to ensure that the wellbeing and safety of adults, children and young people is promoted and protected. Where you have concerns you will use Orwell's policies and procedures to ensure that concerns are appropriately escalated to enable Orwell to fulfil its responsibility to keep people safe.
- Ensure that our customer's voice is central to all aspects of service delivery and is evidenced through support planning, risk assessment and reviews.
- Work within a strengths-based support approach, ensuring that any work undertaken starts with a positive "what is going well".
- Maximise the income of our customers by ensuring that they can access all monies available to them.
- Support our customers to link into health and social care services to maximise their wellbeing and recovery.
- Advocate on behalf of our customers through having a trusted relationship with both our customers and wider stakeholders.
- Participate in tenant consultation processes.

Ambitious

- Always look to expand your learning and undertake all training and development essential for this role.
- Identify areas for service improvements.
- Be innovative in identifying methods to successfully engage with people across a wide range of backgrounds and with diverse needs.
- Look for opportunities to develop our services that we offer.

Collaborative

- Work collaboratively with colleagues throughout Orwell to ensure the delivery of the organisation's visions, values and objectives.
- Actively participate within the team, within team meetings and share ideas for service improvements.
- Be a resourceful team player who is solution focused and able to share best practice and lessons learned for the benefit of the whole organisation.
- Get involved within the local community and external stakeholders to ensure our service is maximising opportunities for our customers.
- Attend local forums and build strong working relationships with other services within your local area.
- Ensure that you work in collaboration with our customers and recognise their expertise through their life experiences.

Effective

- Comply with Orwell's Health & Safety policy and carry out activities in a safe manner.
- Seek to proactively improve value for money in your area of work and raise suggestions for improving value for money.
- Seek to proactively mitigate the actual and perceived risks in your area of work and raise suggestions for reducing risk.
- Adhere to Orwell's Lone Working policy and procedures.
- Assist in maintaining a safe and secure environment, that customers are familiar with, including house rules, behavioural contracts and fire procedures.
- Be confident in identifying potential safeguarding cases, take action and record outcomes. Ensuring compliance with legislation and best practice.
- Maintain accurate and thorough case records on shared Orwell Housing systems.
- Undertake housing management tasks such as referrals, sign ups, managing customer accommodation accounts, liaising with benefits, collection of accommodation charge and eligible services.

- Comply within Data Protection and GDPR legislation and best practice.
- Undertake health and safety checks and report repairs, ensuring our building is well maintained and safe.
- Be flexible to support colleagues to cover absences and on call duties ensuring that our service has cover and our customers have 24-hour access for emergency support.
- Contribute to service delivery and project planning processes.

Person Specification – Support Worker

Qualifications

GCSE Maths and English (Grade 9-4 / A-C or equivalent)
A full driving licence is desirable

Experience

Proven relevant work experience within this field
Previous experience of working in a customer facing environment, dealing with often difficult and complex situations
Previous experience of working alongside vulnerable customers
Previous experience of support planning and risk assessment through the delivery of a strengths-based approach
Working within a team but also working independently
Collaborative approach in supporting customers to maximise their opportunities and positive outcome
Working within partnerships to deliver a positive outcome

Knowledge

An understanding of the challenges that our customers face and how this may affect their behaviours
An understanding of a strengths-based approach to support
An understanding of the services available externally to support our customers
Knowledge of the local area
An understanding of the importance of Health & Safety and Risk Assessments
Relevant housing legislation and welfare benefit system and regulations is desirable

Skills

Well-organised and able to keep accurate and timely records for data protection and financial purposes
Self-motivated and possess a proactive attitude
Able to work as part of a team and independently
Flexible approach with good time management

Excellent written and verbal communication skills
Strong administration skills

Attributes

Committed to safeguarding and promoting the welfare of vulnerable people
A confident and positive communicator
Confident to lone work
Resilient and able to work under pressure or around conflict
Be confident at de-escalation and having challenging discussions
Active listener
Reflective practitioner who captures learning opportunities
Ability to work in an agile way and prioritise own workload
Thrives on working on collaboration as part of a team with internal and external stakeholders