

Complex Needs Support Worker

Role Profile			
Job Title	Complex Needs Support Worker	Grade (Office Use)	Client Worker
Area	Plymouth	Team	Housing Advice and Support
Reports to (Job Title)	Path Service Manager	Hours	37 pw
Location	Outreach but based at Harwell Centre / home	Shift Pattern	Flexible working across the 7 day week, as required.
CRB check required	Y – enhanced		
<p>Job purpose</p> <p>To provide intensive, personalised support and case management to people vulnerable to homelessness, to help them be accommodated, be safe and have opportunities.</p> <p>Specifically, to provide support to clients in their own homes or at a number of locations in the City, provide housing information and support in order for clients to secure, set up, manage and maintain accommodation. This entails supporting clients on a variety of issues, from benefits to health matters, working - often with other professionals - to enable clients to gain accommodation and / or to live independently in their own homes. A specific aim is to promote tenancy sustainment, independent living and good health, enhancing the ability of people with social needs to hold and sustain tenancies and enable planned disengagement from services.</p> <p>This role is funded via and part of The Plymouth Alliance (TPA).</p>			

This job description outlines the key role duties and is subject to change in accordance with business needs; it does not form part of the contract of employment.

Aims of Path's services

1. End and prevent homelessness and events that result in homelessness
2. Reduce tenancy breakdowns in social and private rented housing sectors
3. Promote engagement with community and positive social networks
4. Promote and support access to health and social care services and opportunities

This role

Behaviour

- Act as a role model in all you do and represent the organisation and TPA professionally and positively in accordance with our values.
- Adopt the principle of 'Best for People using Services' to support people with complex needs to feel safe, feel valued and achieve good health.
- Build trusting relationships with people with complex needs to help them articulate their goals and aspirations offering personal, therapeutic and emotional support. Work using a strengths-based and trauma-informed approach.

- Compliance with Path Worker Conditions.

Duties

- To respond to referrals or presentations, by gathering or confirming information re needs and risk, keeping referrers and potential clients informed of progress
- Therefore to meet with and assess the needs of new and existing clients, working with them to actively identify their aspirations and strengths and co-produce strengths-based support plans with them.
- Provide advice and structured practical support across a range of issues including but not limited to: housing; health; safety; substance misuse; mental health, offending, wellbeing and welfare benefits.
- Regularly review the support plan to update, record and monitor progress of each person.
- Provide support which is flexible and empowering to offer choice and control in the way that people manage their own lives and their home to their full potential.
- Support people to make a positive contribution in their community and advocate for their rights as a citizen.
- Develop and maintain relationships with people to enable person-centred support through regular contact including visits to their home and appropriate community settings.
- With the agreement of the individual, liaise with other agencies on their behalf to facilitate access to support, benefits and community resources.
- Accompany and provide support to people where possible on appointments to other services i.e. doctors, counsellors, court etc.
- Contribute to regular reports on the service and the service evaluation, as required.
- Build and maintain networks with staff from other agencies
- Regularly update our case management system and any others used by The Alliance
- Manage risk: manage types of risk including: client safety; safety of others; interests of others; reputation of Path. NB All workers are expected to address safety of self.
- Familiarise yourself with and work within all organisational policies and procedures
- Actively engage in learning opportunities; identify better and more efficient ways of doing things
- Be familiar with and fully compliant with all localised safeguarding requirements and organisational Safeguarding Policy and protocols.
- Provide temporary cover for colleagues as required.
- Work in flexible locations and in flexible ways, including outreach; work evenings, weekends as required.
- Other duties as required by line manager or Director

Performance management

- Actively participate in achieving key performance indicator targets as set by Path / the TPA.
- Work with colleagues and managers to deliver against organisational business plans

E = Essential

D = Desirable

SL = Shortlisting grid criteria

PERSON SPECIFICATION			
Education / Qualifications:	*E	*D	SL
GCSEs A*- C (between 4 and 9) 5 passes, inc in English and Maths or equivalent	E		
NVQ Level 2 or 3 Qualification or equivalent		D	
Work Experience / Skills / Competencies:			
Understanding of homelessness: what it means, its impact, legislation and options	E		
A working knowledge of the wider issues affecting people with complex needs and the potential impact on people's physical, emotional and psychological wellbeing	E		
Ability to advocate for others and negotiate on their behalf	E		
A good understanding of the concept of support work: providing 1-1 support to individuals	E		
Knowledge of benefits system and ability to help people budget	E		
Ability to demonstrate you are a committed, and effective team worker (and able to work effectively on your own, if required)	E		
Ability to identify, plan for and manage risk	E		
IT literate: ability to use databases + Microsoft Office (word processing, e-mail, spreadsheets) as minimum	E		
Performance Management			
Commitment to adhere to and work towards achieving performance against KPIs and(or) service specific outcomes	E		
Sets high standards of service delivery for self	E		
Special Attributes (characteristics/qualities):			
A creative, flexible, compassionate, patient and sensitive approach to working with people who have experienced multiple disadvantages	E		
Innovative and proactive. Eg Ability to look at ways to improve systems and procedures for the benefit of the client and to be more efficient.	E		
Motivational communicator	E		
Open and able to change and adapt	E		
Acts professionally at all times	E		
Have a positive outlook, calm and considered	E		
Resilient	E		
Values:			
Personal Integrity	E		
The importance of every individual	E		
Professional competence (understanding boundaries, conduct etc)	E		
Behaviours:			
Being reliable and responsible	E		
Encouraging initiative and responsibility	E		
Valuing others	E		
Talking to each other and not about each other	E		