



## Job Description

<b>Job title</b>	Homelessness Bank Support Worker
<b>Reporting to</b>	Deputy Manager
<b>Location</b>	Bedford and Milton Keynes
<b>Salary &amp; terms:</b>	Casual contract at £10.68 per hour. Day, night, evening and weekend shifts available.
<b>Key relationships</b>	Service Manager, Deputy Manager, colleagues, volunteers and service users. Councils, mental health and substance misuse services et al.

### We are urgently seeking people with:

- Great communication skills and experience of working effectively with others in an office setting, residential unit or centre.
- Some experience of dealing directly with the public and/or customers in a busy 24/7 operational environment.
- The ability to connect with people who may have challenging behaviour.
- Some understanding of the issues faced by homeless or vulnerably housed people and the difficulties they experience in accessing services.
- The wish to be a part of helping individuals to make positive change to their lives, often when they are at their lowest point.

### Main job purpose

As a Support Worker at SMART CJS, you will be instrumental in the day to day running of our 24/7 services, working flexibly within shifts that will include some unsociable hours. The role includes:

- Assisting caseworkers with the implementation of support plans for rough sleepers
- Maintaining the safety and security of the building and carrying out basic office duties
- Responding to queries and communicating with people that use our services as well as external partners and agencies

### Job Elements

- Carry out various duties to maintain the office space including answering the phone and responding to queries
- Respond to need as it arises and managing a range of client situations
- Share relevant and appropriate information within a multi-disciplinary team, to ensure continuity of care
- Provide basic guidance and advice to service users, including access to benefits information, support to make appointments and signposting to other organisations
- Carry out duties in accordance with SMART's Diversity & Equal Opportunities Policy
- Ensure procedures relating to service users are being followed
- Carry out initial assessments if necessary

- Update the service user database (using a system called InForm)
- Be a point of access for service users and external partners out of office hours
- Ensure the building is well maintained
- Participate in rough sleeper counts if necessary
- Work flexibly within a shift pattern
- Demonstrate a “can do” approach
- Be familiar with and demonstrate adherence to SMART CJS’s organisational and service specific Policies and Procedures
- Maintain organisational, client and colleague confidentiality
- Provide crisis intervention support including responding to risk such as anti-social behaviour, mental health concerns, etc
- Provide basic harm reduction advice
- Consistently work within a person-centred approach
- Provide practical living skills including, but not limited to, budgeting, cooking, cleaning etc.

### **Other**

- To carry out any other duties and responsibilities as required in line with operational need.
- Adhere to all GDPR requirements
- To keep abreast of new developments, legislation, research & best practice in homelessness and complex needs
- Share good practice with colleagues in support of the continuous improvement of the service.
- Attend all relevant meetings and trainings as agreed with your line manager
- Maintain professionalism at all times

**This job description will be supplemented by annual objectives which will be developed in conjunction with the post holder.**

### **Person Specification**

This is the specification checklist which is used to shortlist candidates for this post. You should evidence your ability to meet this criteria on the application form. If the criterion for short-listing is met, you may also be asked to demonstrate competency at interview.

### **Essential Criteria**

- Demonstrate understanding of the issues facing homeless/rough sleeping individuals
- Demonstratable knowledge and understanding of the current government rough sleeping strategy
- Demonstrate an empathic and adaptable approach to individuals with complex needs
- Evidence of relationship-forming and liaison-working with colleagues and partner agencies
- Awareness of and ability to manage “boundary issues” involved in working with this client group i.e. reinforcing a professional relationship at all times
- Ability to work under pressure in a potentially stressful environment and deal with challenging behaviours and situations
- Ability to manage time effectively with multiple and sometimes conflicting priorities.
- Demonstrate an understanding of the risks associated with a supported accommodation unit
- Commitment to delivery of quality services
- Working knowledge of MS Office software, e.g. Word, PowerPoint & Excel.
- The ability to work flexibly within shift patterns
- Ability to adapt working style to the needs of the situation

- Ability to challenge behaviour appropriately – this could be related to decision making by services or client behaviours

**Desirable but not essential**

- Experience of using databases, specifically INFORM (a case management system)
- Knowledge of GDPR and data protection law
- Knowledge of harm minimisation advice and techniques
- Knowledge of delivering Evidence Based Interventions
- Clear understanding of individuals with multiple complex needs
- Experience of multi-agency and multi-disciplinary working

All staff are expected to show commitment to the quality of service offered to service users and to demonstrate a thoughtful and considered approach to their problems. Honesty, reliability, use of initiative and the ability to establish good working relationships with clients, colleagues and other service providers are considered essential attributes.

**Health and safety** - All employees are subject to the Health and Safety at Work Act. The post holder is required to proactively comply with their duties as outlined in SMART CJS's policy.

**Clearance** - All staff will need to complete an enhanced DBS to undertake this role.