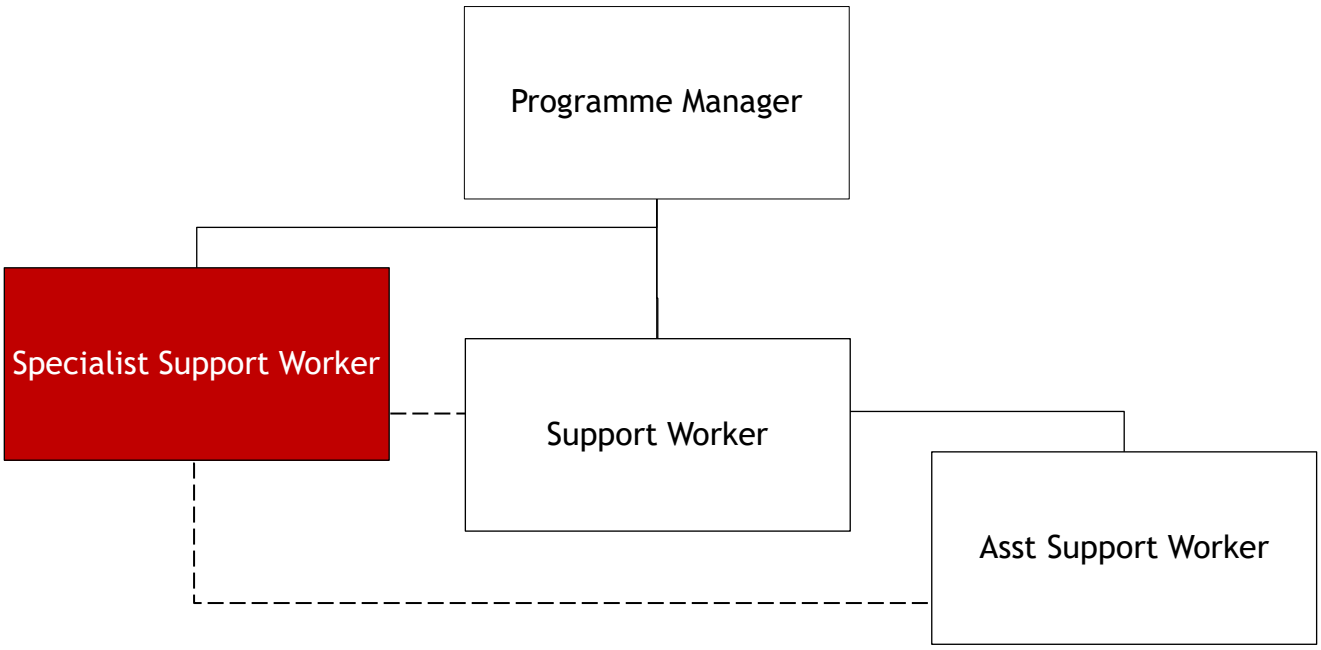
JOB PROFILE

Job title:	Specialist Support Worker
Purpose:	As a highly competent Specialist Support Worker you will be responsible for taking a lead role in a specialist area or working within a specialist programme and/or team to plan and deliver a high-quality support service.

The Salvation Army Homelessness Services are committed to providing opportunities that support each person to find their purpose, develop positive relationships and experience a sense of community. The role of the Specialist Support Worker with The Salvation Army is critical to providing an enhanced level of service for our vulnerable clients, which promotes client choice and control and ensures clients learn new skills, make positive life choices and achieve the best possible outcomes.

Organisation Chart



Report to:	Programme Manager
Accountable to:	Service Manager, Regional Manager, Asst Regional Manager

Key working relationships:	Local specialist agencies, DWP, Local Authority Housing Dept, Support team
People management:	As agreed locally
Operating budget:	There are no budgetary responsibilities

You will…

- Take a lead in service development in the specialised area including supporting other staff in their area of work. Regularly update on your specialised area of responsibility, providing recommendations for ongoing service improvement.

- Take a lead in complex cases in the specialist area or where specialist knowledge and expertise is required and where appropriate, complete and review client assessments including risk assessments, within contractual timeframes and ensure person centred and outcome focussed support plans are created in accordance with Salvation Army Policy

- Design and deliver a range of in-house support provision which clients can opt into, thereby promoting individual choice, and designed to achieve successful outcomes for clients.

- Adopt a multi-agency approach to supporting clients including co-ordinating case conferences, involving other support providers in assessments and reviews and ensuring effective outcomes for clients.

- Effectively signpost clients to external providers where their identified support needs cannot be met through in-house provision.

- Proactively pursue own personal development of specialist area, ensuring you are fully up to date with current good practice, legislation, service delivery and policy in the field, including maintaining an awareness of practice and professional qualifications in the specialist area.

- Support and develop Support Workers / Assistant Support Workers / Early Intervention Workers in their professional development and their work with clients. This includes training, mentoring and monitoring of interventions with clients.

- Attend agreed appropriate internal and external networks, forums and meetings in the specialist area.

- Function as part of the management/duty management rota as and when required.
- Complete any other duties as could be reasonably expected of someone in the fulfilment of this role.

You have…

- A passion for transforming the lives of those experiencing homelessness (A, I)
- A relevant qualification at level 3 (A)
- Specialist knowledge and experience in the required field with strong previous experience of successfully supporting socially excluded and vulnerable people (A,I)
- Ability to plan, design, deliver and evaluate a specialist client focussed service which undertakes holistic support needs and risk assessments, identifying appropriate support for clients (A,I,T)
-
- Up to date knowledge of Government policy governing homelessness and key support pathways (A)
- Demonstrable strong communication skills, both written and verbal, with the proven ability to convey information to service users and colleagues in a clear, effective and professional manner (A,I)
- Strong interpersonal skills with the ability to influence colleagues, and develop strong, successful, and collaborative working relationships with stakeholders, clients and (A,I)
- Proven ability to plan, organise and prioritise your tasks to effectively meet your objectives to the expected quality standards and time scales with minimal supervision both as an individual and as part of a team (A,I)
- Proven strong experience of using Microsoft Office (Word/Excel/PowerPoint), Outlook, Teams and databases to enhance and improve the delivery of your duties (A,I)
- Commitment to continuous professional development (A, I)
- The ability and willingness to work within, be empathic with and promote the Christian ethos and values of The Salvation Army Mission (A,I)

You may have…

- Experience of running group sessions (A)
- A valid first aid certificate (A)

How criteria will be assessed - (A) application form; (I) interview; (T) test; (P) presentation and (R) references.

We expect you to exhibit behaviours that model our values of integrity; accountability; compassion; passion; respect and boldness; working in a way that is Trauma Informed and strength based with a Psychologically Informed environment

This is the job profile as it is constituted at the date shown. It is the practice of The Salvation Army to examine job profiles in order to update them periodically and ensure that they relate to the job being performed, or to incorporate any proposed changes.