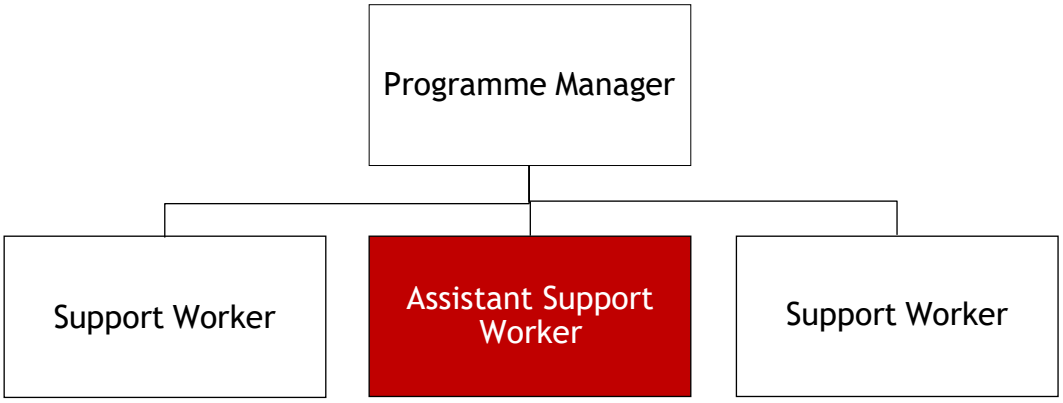
JOB PROFILE

Job title:	Assistant Support Worker – Homelessness Services Unit
Purpose:	Assist with the delivery of a high-quality programme of support which promotes client choice and control. To address client support needs, enable them to achieve positive life changes and ultimately empower them to lead more sustainable lifestyles. To work as part of a team to achieve contractual and quality outcomes clients.

The work of the Homelessness Services Unit is underpinned by our Strategic Mission Plan; our programmes encourage purpose and relationships, a sense of community and provide support. The Unit is a centralised service within the Mission Department of The Salvation Army. The mission of The Salvation Army is to see transformation in the lives of individuals, whoever they are and whatever their situation.

The role of Assistant Support Worker with The Salvation Army is key to achieving successful outcomes for our vulnerable clients. The role requires motivated staff to work as part of the team to provide support in a trauma sensitive and psychologically informed manner.

Organisation Chart



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

Key working relationships:	Service Users, Other support staff, admin team, Local Authority housing team, Benefits office, Local drug and alcohol teams, Mental health community teams, GPs and nurses, police.
People management:	There are no people management responsibilities.
Operating budget:	There are no budgetary responsibilities.

You will…

- Provide assistance with the delivery of support to clients by working as part of the support team to ensure clients have access to 1-2-1 support when attending all housing and non-housing appointments; assisting in the completion of forms and applying for appropriate benefits

- Assist in the delivery of a range of in-house support provisions designed to achieve successful outcomes. This includes transporting adults to or from anywhere they would be receiving health care, personal care or social work services, where they are unable to make the journey themselves because of their age, illness or disability.

- Assist the support team with sourcing and facilitating planned move on options for clients where appropriate; in preparing case reports and statistical records

- Undertake client welfare checks as directed

- Provide front of house support and reception duties, as well as administrative support including day to day office duties; including recording income to the service on the system

- Utilise the Salvation Army's bespoke web-based client management system ATLAS, to accurately record all relevant data in a timely manner

- Support and develop volunteers as appropriate

- Respect the diversity of other people's culture, faith and practice; ensuring compliance with the Salvation Army's Equality and Diversity policy

- Ensure all practice is in line with relevant legislation, guidelines and polices to protect clients, colleagues, staff and visitors from any abuse, accident or injury

- Ensure there is good communication with colleagues so all those working with the clients have information to assist with achieving the client's goals

- Ensure continued professional development by attending training as identified and playing an active role in performance reviews; as well as keeping up to date with best practice and regulations relevant to this field of work

- Complete any other duties as could be reasonably expected in the fulfilment of this role

You have…

- Motivation towards supporting vulnerable clients to achieve focussed and positive life outcomes

- Previous experience of successfully working in a busy environment and/or delivering excellent customer service (A,I)

- Good verbal and written communication skills with the ability to communicate effectively with clients and colleagues (A, I)

- The ability to understand and successfully implement processes and procedures related to your area of work (A,I)

- Good attention to detail and proven ability to meet your objectives (A, I)

- Previous experience of successfully working within a team environment (A)

- Good IT skills with previous experience of using Microsoft Office (A)

- 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…

- Previous experience of working in supported housing (A)

- Level 2 NVQ or equivalent in a related field (A)

- Knowledge of the benefits system (A,I)

- Knowledge of safeguarding and health and safety (A,I)

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 sensitive and strength based, within 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.