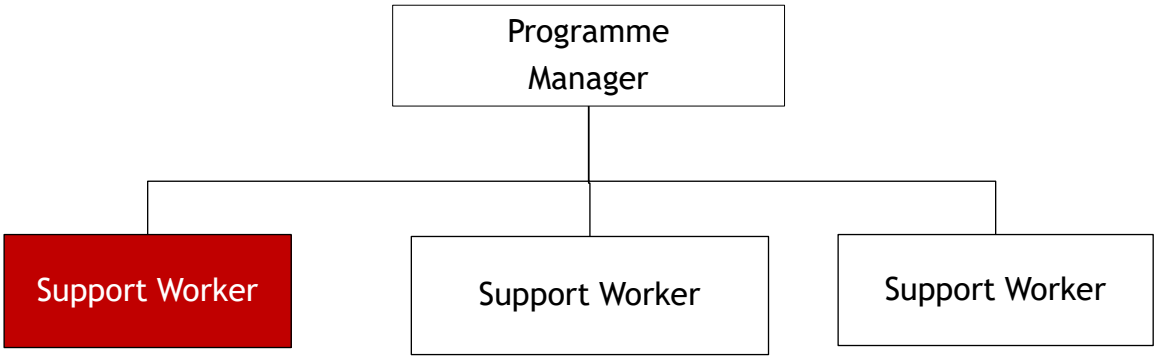
JOB PROFILE

Job title:	Support Worker Homelessness Services Unit
Purpose:	To be responsible for developing and delivering 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.

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 Support Worker with The Salvation Army is an inspirational one and key to achieving successful outcomes for our vulnerable clients. The role requires motivated and dynamic staff to work as part of the team to provide individual support programmes 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…

- Facilitate client meetings and other client participation methods
- Conduct regular client support plan reviews, completing and updating individual support plans; within contractual timeframes and work with clients to achieve their identified goals in accordance with Salvation Army policy, including client benefits being maximised and personal payments are made as part of a budget plan
- Work with colleagues to design and deliver a range of in-house support provisions designed to achieve successful outcomes
- Delegate to and coordinate the work of Assistant Support workers with clients, to ensure actions as identified in client support plans, are addressed in a timely professional and appropriate manner
- Provide relevant and suitable options of external support provision, when identified support needs cannot be met through in-house provision
- Complete and review client's assessments including risk assessments, within contractual timeframes, using a person-centred and trauma sensitive approach
- Utilise the Salvation Army's bespoke web-based client management system ATLAS, to accurately record all relevant data in a timely manner
- 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
- Provide evidence to show that contractual KPIs and quality objectives are achieved
- 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

- Function as part of the management/duty management rota as and when required

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

You have…

- Knowledge of the main support needs which are commonly faced by homeless and vulnerable clients (A, I)

- Ability to work in a busy environment and can demonstrate ability to make decisions under pressure (A, I)

- Knowledge of the benefits system and an understanding of supported housing funding streams (A)

- Ability to use your initiative in problem solving for the benefit of clients and colleagues (A, I)

- Excellent verbal and written communication skills (A, I)

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

- Excellent attention to detail and proven experience of successfully managing your own workload (A, I)

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

- Good IT skills with previous experience of using Microsoft Office, email programmes and databases (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…

- NVQ level 3 or equivalent in a related field (A)
- Previous experience working in a supported housing setting (A)
- Knowledge of Government policy governing homelessness (A)
- Knowledge of the local housing market and how to access accommodation for clients (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 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.