

## **Job Description: Support Worker (East Road)**

Job title:	Support Worker
Reports to:	Deputy or Team Leader
Hours:	Option 1 - 37.5 hours per week (20 shifts over 4 weeks) Option 2 – 22.5 hours per week (12 shifts over 4 weeks)
Contract:	Initially to 31 March 2022
Salary:	£22,183 - £23,080 per annum (NJC Point 12-14) for 36 hours. Pro rata based on hours worked.
Leave:	25 days per annum plus bank holidays pro rata.
Pension:	5% employer contribution

## **About Jimmy's Cambridge**

Jimmy's Cambridge is one of Cambridge's leading providers of support and accommodation to people who are and have been experiencing homelessness. We help people get off the streets and into their own home, backed up with all the support we can offer from our talented and committed team of staff, volunteers and partners.

## **Purpose of the Role**

The job of support worker entails taking responsibility for the assessment, support and resettlement needs of residents according to Jimmy's policies, leading and supporting volunteers, joint working with partner agencies and assisting management in the safety, maintenance and development of the service.

## **Main Duties and Responsibilities**

- Taking the lead in assessments, developing and contributing to needs, risk and support plans for allocated residents.
- Alongside the resident, ensure the resettlement and resident engagement pathway and the support plan is fully communicated both internally and to relevant partner agencies, externally.
- Ensure all relevant resident administration (both print and electronic) e.g. housing benefit application, HRT, Inform, HomeLink, is completed accurately and reviewed and updated as appropriate.
- Develop and maintain good relationships with stage 2 housing providers and partner agencies to facilitate fast and efficient move-on
- Provide/offer all relevant and reasonable support to residents to help them get the most from their stay at Jimmy's and also to be able to have the best chance of

moving onto an independent lifestyle. This may include supporting to complete application forms, attend interviews and meetings.

- Inform and advise residents of appropriate, specialist external agencies (e.g. health, legal support, drug and alcohol services) and ensure residents are aware if/when these services are available on-site at Jimmy's, and also off-site availability.
- Maintain and record fully updated and accurate project records, e.g. shift report, petty cash, property storage, donations.
- At all times, ensure the smooth running of Jimmy's, with particular regard for the safety, security and welfare of all residents, staff, volunteers and visitors, and ensure daily routine checks are performed.
- Assume reception duties e.g. CCTV, telephones, door control etc.
- Take the lead in an emergency (accident, illness, violence, fire etc).
- Support and involve the volunteer team and residents in providing the service.
- Take responsibility to support residents to maintain clean bedrooms and participate in general project chores as required.
- Oversee room inventory and equipment and attend to daily laundry as required.
- Oversee storage maintenance, facilities and equipment and ensure the cleanliness of all Jimmy's communal areas, whilst on duty.
- Overseeing data entry into Jimmy's Cambridge's resident database.

### **General Duties/Responsibilities**

- Attend regular team meetings, and also represent Jimmy's at external partner and stakeholder meetings as required
- Attend to administrative duties related to the post.
- Other duties as reasonably required, as Jimmy's develops and/or the role requirements change
- Take responsibility for personal training and development and attend appropriate supervision & training sessions.
- At all times have a strong awareness and understanding of Jimmy's policies, including health & safety, equal opportunities, diversity & inclusion, safeguarding, data processing and volunteering.
- Adhere to all of Jimmy's Policies, especially, but not exclusively, Health & Safety, Equality, Diversity & Inclusion, Safeguarding, Data Protection and Lone Working.
- Communication and liaison with staff, volunteers and external agencies and funders as required

This list of responsibilities is neither exclusive nor exhaustive as the post holder may be required to undertake other duties and responsibilities commensurate with the nature of this role.

## **Working hours**

Shift patterns at East Road are made up of a combination of varied shifts including earlies (7 am – to 3.00pm), lates (2.30pm – 10.30pm) and days (9am – 5pm) across 7 days over a 4 weekly period. Each shift is 8 hours with an unpaid 30-minute break.

The 37.5-hour role will work 20 shifts across a 4-week period. The 22.5-hour role will work 12 shifts across a 4-week period.

## **Person Specification**

### **Essential**

- A commitment to the core values of Jimmy's
- Good interpersonal skills
- Awareness of professional boundaries
- Ability to communicate clearly and offer appropriate support
- Honest, respectful, reliable, non-judgemental,
- Ability to deal with challenging behaviour with a non-confrontational approach
- Flexible in decision making
- Ability to prioritise and issue assertive direction when appropriate.
- Relationship builder and an ability to take the lead when working with partner agencies
- Ability to keep clear, accurate reports & records
- Aptitude for contributing to the development of guest services and support.
- Ability to use a range of IT systems including Microsoft Office, Inform, email

### **Desirable**

- Previous experience working with vulnerable adults with similar issues e.g. mental health, drugs, alcohol, domestic violence
- Understanding of homelessness and contributing factors
- Knowledge of benefits & welfare system

## **Jimmy's Core Values**

- Confidentiality
- Honesty
- Inclusion
- Professionalism
- Passion for the work we do
- Empathy
- Respect