

## **JOB DESCRIPTION**

<b>Post:</b>	<b>Support Workers</b>
<b>Responsible to:</b>	Team Leader / Manager
<b>Hours per week:</b>	Part Time (variable hours from 14 hours to 27 hours) + opportunity for additional bank shifts to cover holidays and other leave
<b>Salary:</b>	£24,500 full time (pro rata for part time)
<b>Contract:</b>	Permanent
<b>Annual Leave:</b>	25 days per annum plus bank holidays (pro rata for part time)
<b>Pension:</b>	5% Employer's Contribution

### **Overall purpose of the job**

This brand-new service focuses on supporting people with high support needs who have been experiencing homelessness and who have a range complex and enduring needs, including around mental health, substance misuse, offending, and rough sleeping. This will include 9 residents who will stay at 451, and additional people who will access a new day service, including people for whom this service may be suitable in the future.

We are recruiting a whole new team of Support Workers to cover the service 24/7 with two staff per shift. The Support Worker will provide a wide range of support to the residents and to users of our new day service, using current best practise. The service will be person-centred, and since the service is for people with a higher level of need, will include a focus on a harm minimisation, on recovery which will take time and not be straight-forward, and providing a service which has clear boundaries but has flexibility considering the aims of the service.

### **Working hours**

Shift patterns at are made up of a combination of varied shifts including earlies (7 am – to 3.00pm), lates (2.30pm – 10.30pm) and overnights (10pm to 7.30am) across 7 days over a 4-weekly period.

There are always opportunities for Bank Shifts to cover annual leave, sick leave and other absences, which gives the part time roles flexibility with the potential to work the fixed hours or take on extra to work up to full time as and when.

### **Main duties and responsibilities**

- Taking the lead in assessing potential new residents/service users, developing and contributing to needs assessments, risk assessments and support plans.
- Alongside the resident, ensure the support plan is fully communicated both internally and to relevant partner agencies to ensure the person is receiving a joined-up multi-agency service.

- Ensure all relevant resident administration (both print and electronic) e.g., housing benefit application, Charity Log, Inform, HomeLink, are completed accurately and reviewed and updated as appropriate.
- Support users of the day service, who may be people who could be a resident in future or may be people who would benefit from the services on offer there.
- Help organise and run drop-ins and activities for the day service, to benefit both residents and non-residents, and which will include bringing in other services and with support from volunteers.
- Develop and maintain good relationships with partner agencies to ensure resident/service user needs are being met.
- 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 independent living.
- Inform and signpost 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.
- 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 451 reception duties e.g., CCTV, telephones, door control etc.
- Take the lead in an emergency e.g., 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, Charity Log and/or Inform.

### **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.
- 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
- Communication and liaison with staff, volunteers and external agencies and funders as required

This job description is a general outline of the responsibilities of the post holder and may be amended as the service develops. The post holder may be required to undertake other duties as may be required from time to time.

## Person Specification

### Essential

- Previous experience working or volunteering with vulnerable adults, or an understanding and awareness of this through life experiences
- A commitment to understanding that people's past experiences affect who they are today, and the importance of treating everyone as an individual
- Some understanding of homelessness, substance misuse and mental health
- A commitment to the core values of Jimmy's
- Good interpersonal skills
- Commitment to upholding 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
- Good relationship builder
- Ability to keep clear, accurate reports & records
- Ability to use a range of IT systems including Microsoft Office

### Jimmy's Core Values

There are seven core values that all employees should be able to demonstrate.

1. **Confidentiality**
2. **Honesty**
3. **Inclusion**
4. **Professionalism**
5. **Passion for the work we do**
6. **Empathy**
7. **Respect**