

JOB DESCRIPTION

Post:	Support Worker (Bank)
Responsible to:	Team Leader (Case Coordinator)
Line Management Responsibilities:	None
Hours per week:	
Salary:	

Overall purpose of the job

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.

Working hours

Shift patterns at Jimmy's Assessment are made up of a combination of varied shifts including earlies (7am – to 3.00pm) and lates (2.30pm – 10.30pm) across 7 days over a 4 weekly period.

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.

- Overseeing data entry into Jimmy's Cambridge's resident database, Charity Log.

General Duties/Responsibilities

GENERAL REQUIREMENTS FOR ALL STAFF

- 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 job description is a general outline of the responsibilities of the post holder and may be amended by Jimmy's as the service develops and the expectations of the role change. The post holder may be required to undertake other duties as may reasonably be required from time to time.

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 homeless people or vulnerable adults with similar issues e.g. mental health, drugs, alcohol, domestic violence.
- Understanding of homelessness and contributing factors.
- Knowledge of benefits & welfare system.
- Awareness of voluntary, statutory & public services available to residents in Cambridge.
- Knowledge of accommodation providers both locally and nationally.

Jimmy's Core Values

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

1. **Confidentiality:** we always strive to maintain the confidentiality and privacy of residents, volunteers, employees and supporters, both within and outside of Jimmy's. The only exceptions to this are where it is beneficial to resident support, as required by Safeguarding or as required in law. Where possible resident consent should be obtained.
2. **Honesty:** we will uphold the principles of honesty and integrity in all of our dealings and actions, both internally and externally.
3. **Inclusion:** we demonstrate equal opportunities for all staff, residents and volunteers. We value and encourage diversity for all.
4. **Professionalism:** we are professional in all we do, upholding our policies whilst exercising social responsibility towards everyone affected by Jimmy's.
5. **Passion:** we are passionate about our work and aim for the best outcomes for our residents. Through our passion we will educate and influence all those who come into contact – both directly and indirectly – with Jimmy's.
6. **Empathy:** we are able to understand issues, situations and feelings that may affect our residents and others coming into contact with Jimmy's, and will act appropriately.
7. **Respect:** we are respectful in all of our words and actions, at all times preserving the dignity and rights of everyone we work with, and the work of partner agencies.