

JOB DESCRIPTION

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| Post: | Support Worker (451 Complex Needs Centre) |
| Responsible to: | Team Leader |
| Hours per week: | 37.5 hours per week |
| Salary: | £28,153.13 |
| Contract: | Permanent |
| Annual Leave: | 26 days per annum plus bank holidays |
| Pension: | 5% Employer's Contribution |

Training opportunities will be provided and tailored to the needs of the successful candidate.

Overall purpose

The service focuses on supporting people who have been experiencing homelessness and who have a high level of complex support needs, including mental health, substance misuse, offending, and rough sleeping. The service is provided to 9 residents at 451 Newmarket Road.

The support service is covered by a team of Support Workers with at least two staff per shift 24/7 and a Team Leader. One group of staff will work daytime shifts, and one group of staff will work night shifts, although day and night overtime shifts are available to all staff.

The Support Worker will provide a wide range of person-centered support, using current best practice.

Working hours

Staff employed as Daytime Support Workers will work a combination of earlies (7am - 3pm) and lates (2.30pm – 10.30pm) across 7 days over a 4-week period.

There is an unpaid half-an-hour break included in every shift although employees must normally remain on the premises.

All staff are able to opt for overtime shifts both day and night to cover e.g., staff on holiday.

Main duties & responsibilities

- Provide high quality support to residents, no matter the time. Residents are active both day and night meaning that all shifts, regardless of whether day or night, offer a vital opportunity for them to engage in support work.
- Provide 24/7 emotional support to residents struggling with their mental health, offering a listening and non-judgmental ear for those who need it.
- Develop and contribute to needs assessments, risk assessments and support plans.
- 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, Inform, HomeLink, is completed accurately and reviewed and updated as appropriate.
- 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 an independent lifestyle.
- Inform and signpost residents to 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 451, and also off-site availability.
- Maintain and record fully updated and accurate project records.
- At all times, ensure the smooth running of Jimmy's 451, with particular regard for the safety, security and welfare of all residents, staff, volunteers and visitors, and ensure routine checks are performed.
- Assume 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 volunteers 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 communal areas, whilst on duty.
- Overseeing data entry into Jimmy's Cambridge's resident databases.

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 and procedures.
- 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. The post holder may be required to undertake other duties as may reasonably 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-judgmental, impartial.
- Ability to deal with challenging behaviour with a non-confrontational approach.
- Ability to build positive relationships with people from all walks of life.
- 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

Our values are at the heart of everything we do:

- ✓ Treating people with **respect**
- ✓ **Accepting** people as they are
- ✓ Believing in **opportunities for everyone**
- ✓ Behaving with **integrity**