

## **JOB DESCRIPTION**

<b>Post:</b>	Support Worker (East Road or 451 Complex Needs Centre)
<b>Responsible to:</b>	Team Leader / Head of Services
<b>Hours per week:</b>	37.5
<b>Salary:</b>	£28,153.13 per annum for 37.5 hours
<b>Contract:</b>	Permanent
<b>Annual Leave:</b>	26 days per annum plus bank holidays (pro rata for part time)
<b>Pension:</b>	5% Employer's Contribution

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

### **Overall purpose**

The Support Worker's role is to provide high-quality support to residents accessing Jimmy's services, ensuring a safe, secure and welcoming environment while supporting people towards greater stability, resettlement and independent living.

There are two full-time Support Worker posts available, with one based at East Road and one based at 451 Newmarket Road.

East Road is Jimmy's 25-bed emergency accommodation service, often the first place people come to when they are rough sleeping and in urgent need of safety, support and a pathway forward.

451 Newmarket Road supports 9 residents with high support needs who have experienced homelessness and who present with a range of complex and enduring needs, including around mental health, substance misuse, offending and rough sleeping. The service also supports additional people through its day service, which provides a weekly programme of meaningful activities for people on the waiting list.

The post holder will support the assessment, support and resettlement needs of residents, working alongside colleagues, volunteers and partner agencies to help individuals address their needs, engage with support and move towards more independent living. The role requires a trauma-informed, strengths-based and person-centred approach, along with a willingness to be hands-on and responsive to the day-to-day needs of the service.

### **Working hours**

The post holder will work 37.5 hours per week on a rota basis.

Shifts vary each week on a 4-week rota and will include daytime shifts and weekends. There will also be opportunities for overtime according to the needs of the service.

The role will also require an element of lone working in the building, although there will always be a second worker on the premises at all times.

### **Main duties & responsibilities**

- Provide high-quality support to residents in line with Jimmy's values, policies and procedures.
- Support the assessment, support and resettlement needs of residents accessing the service.
- Build positive, professional and trusting relationships with residents, using a trauma-informed, strengths-based and person-centred approach.
- Key-work residents and maintain a high standard of resident support.
- Develop, implement and review individual needs assessments, risk assessments and support plans.
- Maintain and support the resident resettlement pathway, helping individuals move towards greater independence and stability.
- Support residents with a range of complex and enduring needs, including mental health, substance misuse, offending and experiences of rough sleeping.
- Work jointly with partner agencies and professionals to achieve positive resettlement and support outcomes.
- Advocate on behalf of residents where appropriate to help them access the services and support they need.
- Contribute to the delivery of meaningful activities for residents and for those accessing the day service and waiting list provision.
- Help maintain a safe, secure, welcoming and well-functioning living and working environment.
- Maintain accurate, timely and professional records using relevant databases and systems.
- Communicate effectively with colleagues and contribute to clear handovers to ensure continuity and consistency of support.
- Respond appropriately to challenging situations and carry out dynamic risk assessments where necessary.
- Maintain clear professional boundaries at all times.
- Actively safeguard residents from abuse, neglect, exploitation and harm in line with Jimmy's safeguarding procedures.
- Work positively as part of the wider Jimmy's team, contributing to a culture of professionalism, openness and respect.
- Attend team meetings, supervision, training and other development opportunities as required.
- Take responsibility for following policies and procedures relating to Health & Safety, Fire Safety, safeguarding, confidentiality and lone working.
- Undertake any other duties reasonably required from time to time in line with the nature and level of the post.

## **Please Note**

This job description is a general outline of the duties and 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**

- Commitment to the core values of Jimmy's.
- Some knowledge and understanding of the challenges faced by people experiencing homelessness.
- A genuine interest in and commitment to supporting vulnerable adults with complex needs.
- Experience of working with vulnerable adults and/or people with multiple and complex needs.
- A commitment to applying trauma-informed, strengths-based, relationship-based and person-centred approaches to support.
- Ability to build trusting relationships quickly while maintaining professional boundaries.
- Experience of supporting individuals with a range of needs, including mental health, substance misuse, offending or rough sleeping.
- Good communication skills, with the ability to engage effectively with residents, colleagues and partner agencies.
- Good IT skills and the ability to maintain accurate and up-to-date records.
- Ability to contribute to needs assessments, risk assessments and support planning.
- Ability to respond calmly and appropriately in challenging or crisis situations.
- Good planning, organisation and prioritisation skills.
- Ability to work both independently and as part of a team.
- Willingness to be hands-on and flexible in response to the needs of the service.
- Ability to work daytime shifts, including weekends, on a rota basis.
- Awareness of safeguarding and of legislation relevant to working with vulnerable adults and people with complex needs.

### **Desirable**

- Experience of working in homelessness services, supported accommodation, housing or a similar setting.
- Relevant qualification in health, social care, housing or support work.
- Experience of multi-agency working and advocacy on behalf of vulnerable adults.
- Experience of facilitating meaningful activities or group engagement.
- Understanding of legislation such as the Care Act 2014, the Mental Capacity Act 2005 and safeguarding practice.



## **Jimmy's Core Values**

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

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