

JOB DESCRIPTION: Day Recovery Support Worker

Purpose of job: To assist in the delivery of high quality accommodation based support services to Offenders who present with complex needs. Support Workers will be required to work in partnership with statutory agencies to reduce the risk of homelessness, rough sleeping and re-offending in the community.

Hours: 36 hours per week, on a Sunday to Saturday basis, this also includes working during bank holidays and during the Christmas periods.

Based at: Excel Housing Solutions 24/7 accommodation based services. Staff may be asked to work at additional sites to meet the needs of the business.

Responsible To: Scheme Manager.

Core Tasks:

- Increase service user compliance and reduce the risk of repeat offending/homelessness by delivering services in a 'Psychologically Informed Environment' (PIE), facilitating a supportive directive for staff working with individuals with complex trauma issues.
- Through the provision of therapeutic and meaningful activities create positive learning opportunities for service users.
- Support the organisation to embed a psychosocial framework that will include a range of therapeutic programmes such as: Cognitive Behavioural Therapy, Cognitive Analytical Therapy, Acceptance and Commitment Therapy and mindfulness.
- To work as part of a team endeavouring to provide quality accommodation and support services for vulnerable adults within a safe and secure environment.
- Improve service user health and well-being.
- Actively participate in the six key principles of a Trauma Informed Approach to recovery.
- To provide housing related support for vulnerable adults, in order to enable them to move on to independent living and achieve their goals.
- To support and assist service users, as determined by their individual needs, identified through assessment and support planning.
- To work effectively with statutory agencies and stakeholders to increase attendance at statutory appointments and intervention programmes.
- To treat clients with the respect they deserve and support all persons without judgement or discrimination.

Main Support Tasks:

- Assess referrals via Mainstay system, conduct assessments and record all interaction on the system.
- To work within a team, supporting colleagues and attending team meetings.
- To identify service users needs using a Cognitive Analytical Approach through needs and support planning and formal weekly key work sessions.
- Monitor personal hygiene and living conditions of service users and encourage positive life changes.
- Help service users develop life skills such as communication, resolving disputes, hygiene, budgeting etc.
- Provide advice, advocacy and liaison to service users and on behalf of service users.
- Assist and sign post service users in order to help them manage debt and finances.
- Assist service users to manage their benefit claims.
- Assist service users to maximise their income via access to education and employment services.
- Use motivational interviewing techniques to monitor service user's mental and physical health and their general well being and encourage professional interventions.
- Follow a co-production methodology with the service user to identify support needs, and put plans in place to support the service user in achieving their goals.
- Motivate service users to utilise their time and help them to establish positive social networks.
- Support the emotional needs of service users via the use of motivational interviewing techniques.
- To keep up to date accurate records of interaction and support plans in respect of individual service users.
- To attend regular supervision and appraisal meetings with designated line manager.
- Assist service users to progress into mainstream permanent accommodation options, and identify the possible need for floating support, and refer to relevant agencies if required.
- To work in accordance to Excel Housing Solutions Lone Worker Policy.
- Identify and report any Health and Safety issues on an on-going basis in accordance with Excel Housing Solutions policies and procedures.
- To be fully aware of Excel Housing Solutions Safeguarding Policy and actively promote the policy to service users.
- In accordance with the Excel Housing Solutions Professional Boundaries Policy and Safe Guarding Policy, conduct yourself professionally at all times.
- Ensure the safety and security of clients, staff and visitors at all times.
- To meet contractual requirements as set out by the purchasing local authority
- To undertake any other duties assigned by the Manager that are commensurate with the role.
- Provide assistance to service users to claim housing benefits.
- Provide mediation to tenants' involved in neighbour disputes.
- Assistance to tenants to resolve or prevent housing debts that impinge on their ability to pay for their housing.
- To manage the organisations DATA regarding services users placed within our services, and keep records of arrivals and departures to all of our services in line with the current DATA Protection Act.

- Enforce the Excel Housing Solutions non smoking policy in communal areas, and work as a team to present positive health choices to service users with the support framework.
- Conduct regular Health & Safety checks of communal areas and service user rooms. Secure premises during and after shift.
- To report all incidents and risks in the appropriate manner and in line with Excel housing solutions licence agreement.
- To attend in-house and external training as and when required.
- To attend regular supervision and appraisal meetings with designated line manager.
- Ensure client's files are organised, and kept up to date.
- To keep all information secure and confidential in line with the organisation's DATA management policy and in line with the current DATA Protection Act.

Partnership Work:

- Accompany service users to appointments such as with health services.
- Assist service users to engage effectively with external support agencies.
- Manage, review and monitor service user risk, and work with the service user and referring agencies to manage triggers and reduce risk factors.
- Monitor service users mental and physical health and their general well being and encourage professional interventions.
- Liaise with other housing, health and social care professionals as appropriate.
- Liaise with stakeholder agencies and provide and record professional interactions.
- Promote and share with service users and stakeholders the company policies and procedures manuals.
- Promote stability and healthy lifestyle choices within client's lifestyles.
- To work within a team, supporting colleagues and attending team meetings.

Property Related Tasks;

- Ensure that the dwelling (including the cartilage) is kept in a clean and tidy condition (inside and out).
- Monitor the provision of housing services such as heating, provision of furniture, etc.
- Maintain common areas, including litter picking, removing graffiti and refuse disposal.
- Patrol the dwelling and cartilage, report repairs and discourage crime and anti social behaviour.
- Carry out risk assessments and hazard reporting relating to the property and its cartilage in line with health and safety policy and procedures.
- Ensure that all aspects of health and safety are implemented, including ensuring that fire drills are carried out as required.
- Ensure the property is maintained in a secure condition, conducting regular checks on the property and undertaking and securing outside doors.
- Issuing and enforcing occupancy agreements.
- To be responsible for top up payments and any rent payments and to keep up to date records.
- Monitor and record all visitors and contractors who access the property.

Occupancy Management

- Ensure occupants comply with the terms of their occupancy.
- Meet utilisation targets.
- Ensure occupants do not damage the property or its fixtures and fittings.
- Identify and report any health and safety issues on an on-going basis in accordance with Excel Housing Solutions policies and procedures.
- Report breaches of occupancy to the Manager.
- Provide reports on any failures of occupancy compliance to the Manager in cases where a notice to quit is served on an occupant.4.00
- Ensure no unauthorised visitors enter the property
- Action any issues regarding occupancy compliance in cases where an eviction/termination notice is proposed against an occupant.
- Provide reports on occupancy compliance to the relevant support staff member in cases where an eviction/termination notice is proposed against an occupant.

Note: No job description can be entirely comprehensive. The post holder will be expected to undertake any other tasks that may be required from time to time.

This job description will be formally reviewed as necessary to take account of changing priorities. Aspects of the job may be subject to review in negotiation with the post holder at any time.

Person Specification

	Essential	Desirable
Qualifications	Possession of a qualification relating to the sector such as NVQ Level 2 in health and social care or equivalent / drug awareness / alcohol awareness / mental health first aid.	Qualification in Welfare rights IT qualification.
Experience	Previous experience of supporting vulnerable adults in Hostel or similar 24/7 supported housing settings.	Experience of working in an educational, training or housing environment (statutory or voluntary) Experience of working shifts including evenings and weekends. Experience of working outside of shift/rota on occasions. Experience of participating in three way meetings with representatives of other specialist housing support agencies.
Skills	The ability to conduct accurate risk assessments with vulnerable people. Competent in use of computer programmes such as; Microsoft Word and Excel, Outlook, internet and email. Excellent administration skills and the ability to accurately and concisely record information and write reports.	Evidence of understanding the principles of working in a Psychologically Informed Environment and delivering a programme of Trauma Informed Care that helps customers rebuild a sense of control and empowerment. The ability to encourage resident involvement and participation. Knowledge of Outcome Star Experience in the use of Mainstay system.
Knowledge	Knowledge of Health & Safety issues in the workplace and specifically within a hostel setting. An understanding of homeless issues and tenancy sustainment. A clear understanding of dealing with	Knowledge of Housing Legislation including Housing Benefits. Knowledge of working with a housing management IT system,

	<p>residents who have complex and challenging behavioural needs. Knowledge of welfare benefits, employment and training systems.</p>	
<p>Personal Attributes</p>	<p>Highly motivated with the ability to work using own initiative and as part of a team. A commitment to safeguarding vulnerable adults within a supported housing setting. A commitment to equal opportunities and anti-discriminatory practice. Committed to personal development and able to identify own personal development needs. Willingness to work flexibly in response to changing organisational requirements. An understanding of and commitment to Diversity & Equality as it applies to a supportive service and in the workplace. Ability to manage a full and varied workload effectively and remain calm under pressure. Willingness to participate in an annual development plan and attend mandatory training, such as; the five key elements of a Psychologically Informed Environment, Trauma Informed Care, Motivational Interviewing, Safeguarding Adults and Young People, Working with individuals with Personality Disorders.</p>	<p>Full clean driving licence.</p>