

Job Capsule Supplementary Information: Support Worker (Single Pathways Service)

This supplementary information for support worker is for guidance and must be used in conjunction with the Job Capsule for Job Family : **Social Care/People Job Zone: **1** Level: **3****

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To provide a comprehensive accommodation based support service to adults and young people living in the singles hostels which form part of Camden's Adult and Young People's Pathway ensuring that they are enabled to develop the skills and abilities to move through the pathway to independent and settled accommodation

Example outcomes or objectives that this role will deliver:

- To provide a high quality and responsive accommodation based support service in order to assist service users to develop the personal and social skills that will enable them to maintain their accommodation, improve their health and wellbeing, improve their employability and financial inclusion and decrease any negative impact of their behaviour within their locality.
- To carry out regular assessments and reviews of needs on a casework basis, conduct key work sessions and develop support plans to actively identify and enable service users to secure appropriate support from partners including physical and mental health services, drug and alcohol services and employment, training and resettlement services. Support needs and actions to be agreed, where possible, with service users and other key stakeholders.
- To support service users to move positively through the Pathway in accordance with the principles and requirements of the Hostel Pathway Model and promote housing options which will include private renting and shared accommodation.
- To carry out regular and comprehensive assessments of risk associated with service users, including Safeguarding, and to ensure that identified risks are actioned and recorded in accordance with service policy and procedure and Commissioning requirements.
- To develop and maintain positive working relationships and liaison with partners and stakeholders to include convening/attending professionals meetings, case conferences and handover meetings where appropriate.

- To take responsibility for delivering a service that complies with the requirements of the Quality Assessment Framework.

People Management Responsibilities:

None

Relationships;

LBC Housing Options & Advice Service
Housing Management (TAG)
Adult Social Care
Children's Social Care
Primary Care Trust
Mental Health Trust
District Housing Staff
Community and Hospital Based Teams
Community Safety/Police

Work Environment:

1. The primary location will be one of the hostels within the singles hostels pathway in the London Borough of Camden, although all staff may be asked to cover at another location within the pathway, by the management team, at any point.
2. Support Workers are required to work on a rota basis that will include evening and weekend shifts. As far as is possible these will be agreed in advance but there may be occasions when support workers are asked to cover shifts at short notice.
3. Support Workers will be working with clients, some of whom have complex needs and exhibit challenging behaviour. There may be occasions that clients behave in an aggressive or challenging manner. Staff will receive the appropriate training to minimise the risks they face.
4. Support workers will be required to work with clients who are actively using drugs and engaging in other high-risk behaviours. As a consequence there may be occasions when staff are required to work with clients with infectious diseases. Staff will receive the appropriate training to minimise the risks they face.
5. Ability to manage personal time effectively, work under pressure to deadlines and the ability to plan and monitor a large caseload, without day-to-day supervision.

6. All support workers work a 36 hour week via a shift rota which operates between 08.00 and 23.00 seven days a week.

Technical Knowledge and Experience:

- Experience of providing accommodation based or floating support to vulnerable people with complex needs.
- Knowledge of housing options available to vulnerable single people
- Knowledge of the welfare benefits systems and legislation.
- The ability to carry out assessments of need and risk and identify appropriate responses.
- Effective oral and written communication that can be adapted to communicate with a diverse and challenging client group.

Camden Core Behaviours – identify the level relevant to role for the 5 Camden core behaviours:

(Refer to Camden Behaviour framework)

Core Behaviours	
Adaptability	Level 2
Customer Service	Level 2
Driving Improvement	Level 2
Working Together	Level 2

Camden Additional Behaviours – identify one or two relevant additional behaviours with the appropriate level for this role:

Additional Behaviours	
Building Support	Level 2
Confidence and Resilience	Level 2

Structure Chart – please insert or attach an up to date structure chart showing this role

Please see attached (existing and proposed structure charts).