

## **Job Profile Information: Support Worker (Single Pathways Service)**

This supplementary information for *Support Worker (Single Pathways Service)* is for guidance for Job Level 3 Zone 1

### **Camden Way Category 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 on 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:**

N/A

**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 Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility