

ROLE PROFILE RIGHT JOB RIGHT PERSON

Job Details

Job Title: Scheme Support Officer

Location: Newport

Reports To: Manager & Project Worker

Job Family: Staff

DBS: Enhanced +

Hours:

Rotating shift system of 12 hour waking nights, weekends and bank holidays. Scheme Support Officers will be expected to be flexible with the rota, covering sickness/holidays.

Who We Want

A vibrant, enthusiastic, energetic and self motivating person who is committed to achieving positive results for the people they support. The ideal candidate will be a positive role model for our service users. Candidates with strong personal values are important to the Pobl Group and as such, the ideal candidate will also be able to demonstrate with examples how their values relate to the Pobl Group core values.

Job Purpose

To provide support and advice to tenants within the scheme both on a 1:1 basis and as part of group based work in support of the project workers. You will also be responsible for the security of the building; in addition to completing other housing tasks such as monitoring health and safety in the building, responding to fire alarms and general upkeep of the property. You will also be expected to perform other duties as directed by manager and project workers.

What this Job does

To provide informal support and advice to residents that complement the support provided by the key worker and the Project Worker team

To develop and run group activities for tenants during evening and weekends, as appropriate and manage any other aspect of client involvement.

To develop and co-ordinate activities within and outside of the project for tenants where appropriate

To maintain clients' files and update records of their progress in the scheme in line with Solas Policies, Procedures and Targets.

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To carry out regular Housing Management (housekeeping) / Health and Safety checks throughout the shift and deal with any maintenance issues arising in the most appropriate manner.

To be the first point of contact for all telephone calls and visitors to the scheme and to deal effectively with queries.

To deal with emergencies appropriately and complete all necessary paperwork.

To ensure that information is relayed to appropriate staff efficiently.

To attend meetings and training courses as required.

To assist the Project Worker in the day to day running of the scheme

To ensure that the safety of scheme staff and clients is not compromised.

To monitor and control clients entering and exiting the scheme premises.

To keep information about the projects, the staff and the clients confidential.

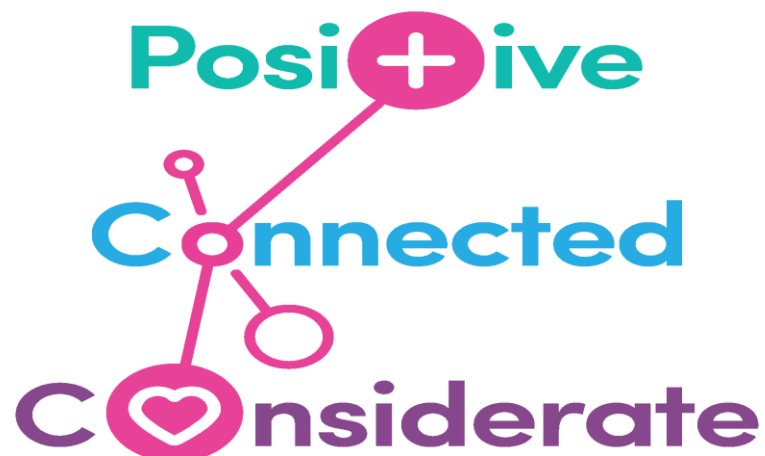
To cover shifts when other Scheme Support Officers / Project Workers as required

To keep up-to-date with Pobl Group's policies and procedures.

To carry out other reasonable duties as required by the Scheme Manager.

How this Job is done

Our values:



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Who does this Job?

Person Specification	Essential or Desirable	Evidence
Experience		
Relevant work experience	Desirable	Application; Interview
Experience of working directly with vulnerable people: Homeless, Mental Health, Substance Misuse or Disability	Desirable	Application; Interview
Skills & Abilities		
IT literate	Essential	Application Interview
Good communication skills and ability to build rapport	Essential	Application; Interview
Ability to work as part of a team	Essential	Application; Interview
Understanding of lone working practices	Desirable	Application
Ability to deal with a crisis efficiently and effectively	Essential	Application; Interview
Ability to give informal advice and support in a sensitive and practical manner	Essential	Interview
Ability to communicate effectively at all levels	Essential	Application; Interview
Knowledge and Understanding		
Knowledge of issues relating to disadvantaged persons	Essential	Application; Interview
An understanding of diversity issues.	Desirable	Application; Interview
Education and Training		
A good level of literacy and numeracy	Essential	Application; Interview
Additional Values & Qualities		
Leadership, Enthusiasm, Flexibility, Commitment, Confidence	Essential	Application; Interview

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Our Core Skills and Competencies

Everyone employed by the Pobl Group have the following core skills and competencies:

Core Skills & Behaviours	<ul style="list-style-type: none">Be Customer FocusedBe Results FocusedBe a Team PlayerBe a CommunicatorBe Safety ConsciousBe a Solution FinderBe EfficientBe a Role Model
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