

ROLE PROFILE RIGHT JOB, RIGHT PERSON

Job Details:

Job Title:	Support Assistant	Department:	Support - RCT
Company:	Gwalia	Job Family:	Staff
Location:	RCT	DBS:	Enhanced +
Reports To:	Team Leader / Area Manager		

Who We Want?

We are looking to recruit a vibrant, energetic, enthusiastic and self-motivated person to support the demands of a homelessness project within the Rhondda Cynon Taff Hub. You will be expected to assist the support workers in delivering a tenancy related support service to our clients with the end goal of supporting our clients into and sustaining their own accommodation. The ideal candidate will also be able to demonstrate with examples how their values relate to the Pobl group core values.

What does the role involve?

A Support Assistant is an exciting role that focusses on clients' individual needs and aspirations – what we call, a person-centred approach. No two days will be the same; you will need to be comfortable with variety, problem solving and change and be non-judgemental, have personal resilience, and be able to stay calm under pressure. You will help our clients find the key that unlocks their potential so that they can live to the full.

What is expected from you?

The most important thing you need is to have the right attitude and believe that everyone can achieve great things, given the right skills, assistance, choices and opportunities. You don't need any specific qualifications or experience, but you must have the commitment to on-going learning and development as well as gaining a qualification.

Being a car owner and car driver is essential. This position includes sleep-ins and on call as part of the role.

What this Job does

Support the clients to deal with issues that may threaten their tenancy, especially with matters regarding health and wellbeing, budgeting skills, benefits and household management

Offer appropriate levels of support in a sensitive manner, taking into account the emotional and intellectual needs of the client, respecting their choice and privacy.

ROLE PROFILE RIGHT JOB, RIGHT PERSON

Motivate and encourage clients to participate in the community and to promote the acquisition of life and social skills.

Liaise with and signpost to outside agencies, eg. Benefit agencies, Social Services, Health Services, Probation and Aftercare Services.

Carry out all necessary administrative tasks in relation to the job, including developing risk assessments & risk management plans, needs assessments & support plans

Monitor outcomes for clients in line with the Supporting People Outcomes Framework

Keep the Manager informed of work undertaken with clients.

Attend meetings and training courses as required.

Ensure a well maintained, taxed vehicle is reasonably available with business insurance to ensure that all required tasks can be carried out.

Keep information about the projects, clients and staff confidential.

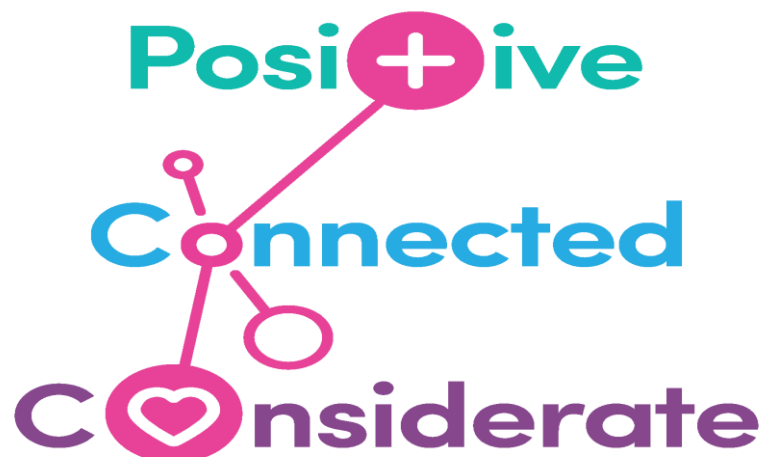
Keep up to date with policies and procedures.

Ensure that Equal Opportunity and Health & Safety policies are adhered to.

Carry out other reasonable duties as required by the Team Leader and Area Manager.

Our Values

Everyone employed by the Pobl Group share the following values:



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Who does this Job

Person Specification	Essential or Desirable	Evidence
Experience		
Relevant experience of direct work with vulnerable people, for example homeless, mental health, substance misuse or disability	E	Application & Interview
Experience of support work.	D	Application & Interview
Experience of the specialism in the relevant area	E	Application & Interview
Skills & Abilities		
The ability to work with and relate to individuals who are disadvantaged and marginalised.	E	Application & Interview
Ability to work effectively alone as well as part of a team.	E	Application & Interview
The ability to advise and support in a crisis with minimum supervision.	E	Application & Interview
The ability to cope with fluctuating pressure and stress.	E	Application & Interview
The ability to record information accurately and concisely.	E	Application
Have the initiative and the ability to manage own workload.	E	Application & Interview
The ability to empower and enable clients to make informed choices in their lives.	E	Application & Interview
The ability to build good relationships and foster joint working with other agencies.	E	Application & Interview
To be aware of lone working practices	D	Application & Interview
The ability to accurately input information into IT software	E	Application & Interview
Car owner with current driving license.	E	Application
Knowledge and Understanding		
Good communication, liaison and negotiating skills.	E	Application & Interview
Knowledge of the supporting people outcomes framework	D	Application & Interview

ROLE PROFILE RIGHT JOB, RIGHT PERSON

Person Specification	Essential or Desirable	Evidence
An understanding of housing system and legislation	E	Application & Interview
An understanding of the benefits system.	D	Application & Interview
Education and Training		
High standard of literacy and numeracy.	E	Application

Additional Values and Qualities		
Leadership, Enthusiasm, Flexibility, Commitment, Confidence, reliability, proactive and conscientious	E	Application & Interview

Our Core Skills and Competencies

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

Core Skills & Behaviours	Be Customer Focused Be Results Focused Be a Team Player Be a Communicator Be Safety Conscious Be a Solution Finder Be Efficient Be a Role Model
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