

ROLE PROFILE RIGHT JOB, RIGHT PERSON

Job Details

Job Title: **Support Worker**

Company: **Gwalia**

Reports To: **Team Manager**

Job Family: **Staff**

DBS: **Enhanced +**

Location: **Carmarthenshire**

Who We Want

A vibrant, enthusiastic, energetic and self-motivated person who is committed to achieving positive outcomes for the people they support. You will have strong leadership skills and be a positive role model for our service users. The ideal candidate will also be able to demonstrate with examples how their values relate to the Pobl Group core values.

Job Purpose

Provide all types of housing related support to enable clients to take on and/or sustain a tenancy and encourage them to fully participate in the community.

Visit clients and provide information, advice and other help to enable and support them in the pre- and post-tenancy stages of their resettlement.

To liaise with other agencies and professionals with regard to clients' support needs.

What this Job does

Support the clients to deal with issues that may threaten their tenancy, especially with matters regarding history of offending, 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.

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

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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.

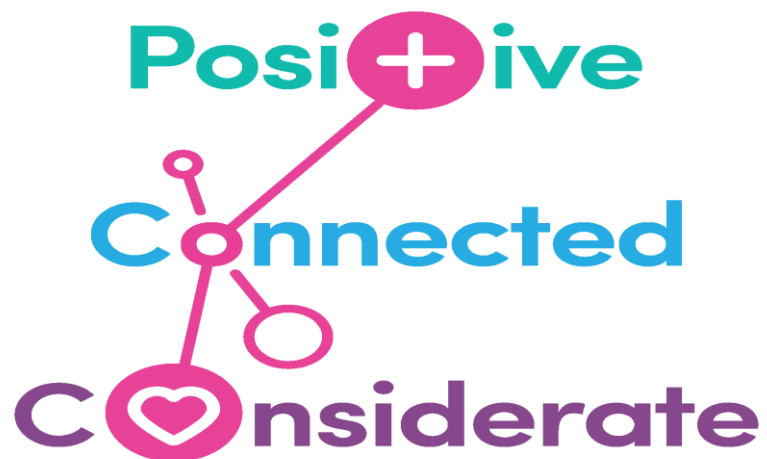
Keep up to date with Pobl policies and procedures.

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

Carry out other reasonable duties as required by the Line Manager, Assistant Corporate Director or Director.

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, people with mental health issues, 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 full 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

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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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