

## ROLE PROFILE

<b>POSITION</b>	Bank Support Worker		
<b>TEAM</b>		<b>LOCATION</b>	Homeless Service
<b>VERSION</b>	1	<b>LAST UPDATED</b>	March 2015

<b>PURPOSE OF ROLE</b>	Assist Lead Key Worker to provide on-going support for customers of the service.
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## KEY ACCOUNTABILITIES

1. Carry a joint key working case load of customers in partnership with, and led by, a Lead Key Worker.
2. Assist in the delivery of high quality and effective support services to customers, dependant on their needs and through various modalities including individual and group work, resettlement and reconnection, working in partnership with Lead Key Workers to ensure seamless joint delivery of support to customers on the joint caseload.
3. Contribute to ensuring a safe environment where risk management, Safeguarding and safety are of the highest importance.
4. Contribute to ensuring an environment that offers respect and dignity to each individual service user.
5. Assist in the delivery of good practice in the formulation, implementation and support delivery of customers' individual support and risk management plans, including Outcomes Star.
6. Ensure effective communication of customer information internally and externally as required using approved electronic, written and verbal communication systems.
7. Assist in the delivery of regular one to one sessions (usually of one hour duration) with customers by making, recording and keeping appointments at intervals agreed with the Manager , Lead Key Worker and the customer.
8. Assist in the delivery of procedures for admission and induction of service users and liaise and work in partnership with appropriate internal services and external agencies as necessary.
9. Attend evictions carried out by Coastline Housing Ltd
10. Assist in the effective liaison and partnership working with appropriate external agencies as necessary.
11. Ensure efficient record keeping and data collection at all times.
12. Assist in the delivery of safe and appropriate recreational, learning and development activities to customers, in liaison with the Lead Key Worker and the Customer & Volunteer Development Coordinator.
13. Drive own vehicle on company business, including transporting service users, as required.

## GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer/customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of work.
7. Attend and participate in meetings as required by the line manager, including supervision, appraisal and training.
8. Undertake specific tasks and projects as directed by the line manager.
9. Produce written reports as required
10. Manage personal workload in liaison with the line manager.
11. Carry out relevant duties appropriate to this role in the organisation.
12. Comply with all company and Group policies and procedures

## REPORTING

- Reports to: Supported Accommodation Manager OR Initial Contact Manager and Operations Manager

## CONTACTS

### Internal

- Operations Manager
- Supported Accommodation Manager and Team
- Initial Contact Manager and Team
- Customer and Volunteer Development Coordinator
- Cornwall Health For Homeless
- Income Management Team
- Volunteers

### External

- External agencies (statutory and voluntary)

## PERSON SPECIFICATION

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<b>TEAM</b>		<b>LOCATION</b>	Homeless Service
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QUALITY	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> <li>• Good standard of literacy and numeracy</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in a relevant field</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Experience of working with the homeless and socially excluded</li> <li>• Awareness of Health and Safety issues</li> <li>• Experience of working to a quality assurance framework</li> <li>• Experience team working and multi-agency working</li> <li>• Experience of working with people with mental health problems and/or substance misuse problems</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of conducting Needs and Risk Assessments</li> <li>• Experience of preparing and reviewing support plans</li> <li>• Knowledge of the substance misuse treatment system in Cornwall</li> <li>• Knowledge of the Criminal Justice System in Cornwall</li> <li>• Understanding of a recovery oriented approach to support delivery</li> <li>• Understanding of the personalisation agenda</li> </ul>
<b>Job Related skills</b>	<ul style="list-style-type: none"> <li>• Understanding of confidentiality issues</li> <li>• Able to provide guidance in the area of life skills</li> <li>• Proficient in IT skills e.g. Office and use of proprietary software</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to facilitate groups and workshops</li> <li>• Outcome Star completion</li> </ul>

<p><b>Personal Skills</b></p>	<ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and listening skills</li> <li>• Flexibility and Adaptability</li> <li>• Ability to relate to all kinds of people</li> <li>• Self motivated and able to use own initiative</li> <li>• Commitment to and understanding of Equality and Diversity</li> </ul>	
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Car owner and driver with a suitable vehicle for transporting customers and their belongings</li> <li>• Satisfactory Enhanced DBS Certificate</li> </ul>	