

## LOCAL SOLUTIONS

### JOB DESCRIPTION

**Date:** January 2018

<b>Position:</b>	Support Worker
<b>Responsible To:</b>	Operational Manager
<b>Responsible For:</b>	To provide a high quality and person centred support service to homeless families, by the delivery of support packages to homeless people in Plas Bellin.

### JOB PURPOSE

#### Duties

- To provide practical support to enable residents in routines and life skills
- Conducting continuous assessments in partnership with support co-ordinator.
- To support residents to live as independently as possible in their own homes.
- To support and enable residents to support to manage their budgets and deal appropriate with any difficulties.
- To support residents to access and fill in forms for benefits, housing applications, job applications etc.
- To support and enable residents to maintain a healthy lifestyle.
- Support and enable residents to engage appropriately with other agencies, community resources and activities
- Carry out support tasks as described in support plans or instructed by support co-ordinator
- To develop and maintain effective communication with residents to provide information, advice and guidance to help identify any barriers to progression and to support with finding appropriate solutions.
- To facilitate 'Move On' sessions, job search sessions and client involvement events.
- Identifying and record risks and formulate appropriate action plans, cascade any known risks or concerns to relevant co-ordinator and other external agencies as appropriate.
- Ensuring that appropriate recording procedures are in place and adhered to for Supporting People to ensure contract compliance.

- Keeping up to date with developments practice and legislation in respect of homelessness.
- Responding appropriately to crisis intervention situations
- Keeping comprehensive documentation in a clear and concise manner
- To communicate Safeguarding issues to the relevant colleagues and statutory bodies, where appropriate.
- To signpost families to relevant external agencies.
- To complete effective handover with colleagues.

## **CORPORATE RESPONSIBILITIES**

### **Strategy Development and Review**

To understand the services within the Local Solutions Business Plan, which will make life better for the people and places Local Solutions is here to support.

### **Developing Partnerships and Working with Others**

- To ensure that all contact with Local Solutions is professional, suitably hospitable and efficient..

### **Planning and Delivering Programmes**

With the Operational Manager

Maintaining effective operation of processes, delivering and evaluating the impact of activities that are required for smooth service provision.

### **Teams and Staff**

- Meetings regularly take place to agree plans of work and to review people's progress in meeting their roles and responsibilities.
- Where necessary, issues are reported upwards to ensure that action is planned and its implementation monitored.
- All members of the team are kept informed on relevant issues and consulted as appropriate

### **General**

- To carry out any other duties appropriate to this post, as necessary or as requested.

- To promote and represent Local Solutions at meetings and with other related organisations as appropriate.
- To ensure that all activities within area of responsibility comply with the Health and Safety Policy.
- Implement Local Solutions Equality and Diversity policies and Strategies
- To be aware of and adhere to all Local Solutions policies.

**Signed:**

**Job Holder:** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Print Name:** \_\_\_\_\_

**Signed:**

**Line Manager** \_\_\_\_\_ **Date** \_\_\_\_\_  
**Print Name:** \_\_\_\_\_