

JOB PROFILE		
Job title	Service / area	Line manager
Homeless Support Worker Assistant	Southampton	Team Leader
<p>JOB PURPOSE</p> <p>To be part of a team that supports our clients, keeping them safe and helping them achieve their goals.</p> <p>To provide people with homes and specialist support so they feel more valued and secure, and ready to take the next steps.</p>		
<p>MAIN RESPONSIBILITIES</p> <ul style="list-style-type: none"> • To support clients by helping them to gain practical life skills, and encourage their engagement with the running of the service • To assist clients with managing their finances, paying rent, managing arrears and accessing benefits • To carry out daily checks, for example, on clients and the property, and ad hoc housekeeping tasks • To support individuals to achieve their desired goals • To encourage and signpost clients to the local community and to resources relevant to their aspirations including education, training, employment activity or volunteering • To support clients in trauma informed and psychologically informed ways • To adhere to safeguarding responsibilities, following our safeguarding policy and procedure • To help maintain health and safety, ensuring clients, visitors and buildings are safe in accordance with Health and Safety regulations, policy and procedures • To provide basic first aid assistance until help arrives (full training is provided) • To work confidently and efficiently when lone working • To maintain accurate records on our client management system and ensure these are stored in line with GDPR • To maintain confidentiality • To represent the organisation in a professional manner • To carry out any other reasonable duties required in the interest of the organisation 		
ROLE REQUIREMENTS		

- This role will require an Enhanced with Barred List(s) disclosure and barring service check is a requirement for this role. This would be completed on appointment of the role.
- This role will require a full drivers' licence and access to a vehicle This role will require you to work flexibly across several sites This role will require you to work with clients on a one-to-one basis This role will require you to work nights and/or weekends This role will require you to lone work

EXPERIENCE, QUALIFICATIONS/TRAINING, KNOWLEDGE, AND SKILLS

DESIRABLE CRITERIA

- Experience in similar sectors
- Experience in customer service roles

ESSENTIAL CRITERIA

- Good communication skills
- Clear verbal and written English
- Good keyboard skills for data inputting
- Basic knowledge of Microsoft Outlook, Excel and Word
- Polite and assertive manner
- Ability to self-motivate as you will work on your own
- Collaborate well in a team
- Ability to respond calmly in a crisis
- Have an interest and genuine concern for homelessness and related issues

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Payment:	Paid on or around 25th of each month directly into your bank account
Pension:	Contributory pension with the Social Housing Pension Scheme
Annual leave:	25 days increasing by one day per year to a maximum of 30 days, pro rata for part time. Bank holidays are in addition to this
Probationary period:	Six months for new employees
Notice period:	Four weeks
Travel:	Business mileage paid (HMRC rate)