

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

- 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

<b>Payment:</b>	Paid on or around 25th of each month directly into your bank account
<b>Pension:</b>	Contributory pension with the Social Housing Pension Scheme
<b>Annual leave:</b>	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
<b>Probationary period:</b>	Six months for new employees
<b>Notice period:</b>	Four weeks
<b>Travel:</b>	Business mileage paid (HMRC rate)