**Senior Support Worker – Residential Services**

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| Job title | Senior Support Worker |
| Responsible to | Residential Services Manager |
| Place of Work | Your base of work is at one of our Residential Services Hotels, although you are required to work at the other hostel as required for cover and development. |

**Job Purpose**

Chichester and Bognor Residential Services are short stay hostels for single homeless adults forming part of the voluntary sector provision within Stonepillow. Both services were designed specifically for local rough sleepers and those facing multiple barriers to accessing traditional accommodation and recovery services. This accommodation provides the first step off the streets and into support to meet the needs of individuals at each stage of their journey out of homelessness.

We provide 24-hour on-site support (including waking nights) with additional provision of on call management support out of hours. We aim to reduce pressure and cost on the local council for emergency accommodation and reduce the number of people who need to sleep rough due to a lack of suitable accommodation. Using a psychologically informed environment (PIE) framework and trauma-informed approach to enable a holistic and person-centred support to clients to manage risk and reduce the harm substance use presents to themselves and the local community. This role models a kind, positive, persistent, proactive manner to secure meaningful engagement with clients to bring about sustained outcomes for them; to relieve their mental health needs, homelessness and prevent cyclical rough sleeping or entrenchment.

This role will be part of the Bognor Hostel team but not be part of the rota to the service. There will be close working with the hostel and the Residential Service Manager to undertake key work with client’s role modelling this approach to the Hostel Support Workers. d You will also work with other Stonepillow teams.

**Key Responsibilities**

1. Ensure daily awareness of risk assessments in line with defined organisational criteria and liaising with the Residential Services Management, ensure those in need of urgent, specialist support are supported by and engaging in a multi-agency approach.
2. Identify the personal, social, health and employability needs of clients and develop individualised support plans and goal setting for each client.
3. Deliver life skills support so that clients develop the necessary skills in the key areas of their lives.
4. Support clients to undertake practices that reduce harm and promote recovery in both their physical and mental wellbeing.
5. Manage incidents through the on-call service, emergency services or by providing direct assistance.
6. To take the lead for the service property maintenance and health and safety requirements of the service ensuring room checks are completed
7. Role model and be a proponent of ‘unconditional positive regard’ and have a ‘never give up approach’ to supporting our clients which is important at all time but especially so during incident management.
8. Assist the Residential Services management to deliver effective services:

* To maintain Stonepillow systems, procedures and structures of the accommodation service in line with contractual obligations and support model offered by Stonepillow.
* To maintain effective multi-agency operational and strategic links with external agencies and commissioners.
* Work positively and collaboratively with other managers/departments and actively contribute to the implementation and delivery of services
* Take the lead in the trauma-informed approach in incident management with team, only escalating the incident to the Residential Services Manager if the client puts their housing tenancy at risk.
* Actively contribute to the development of a strong team spirit with hostel staff members to provide a cohesive and consistent service
* Foster personal growth and the development of specialist skills/expertise through team development opportunities
* Participate in wellbeing and reflective practice sessions run by Stonepillow and external organisations to ensure vicarious trauma is reduced and Client Services policies and procedures are followed.
* Ensure a trauma-informed approach and PIE framework throughout their practice to include meeting with clients, support sessions and the use of de-escalation techniques to incident management.
* Facilitate the day to day running of the Resource Hub, supporting the Deputy Community Services Manager.

1. Financial Management

* Ensure the collection of rental income from clients and ensure rigorous financial control ensuring timely handover all monies on site.
* Maximise rental/service charge income and minimise void levels by mobilising teams to prepare vacated rooms for new clients.
* Provide clear financial information to clients to increase accountability and transparency and accountability to clients.

Quality and Performance management

* Achieve service KPIs/outcomes/impact-based performance measures across the service to demonstrate the highest quality possible service is being provided.
* Ensure there is accurate and timely recording of case notes and statistical information on case management system- Inform (e.g., including risk and support plans).
* Support the Residential Services Management in producing and monitoring regular performance information reports for internal and external purposes.
* Take every opportunity to involve clients in the design and delivery of services, and to provide feedback on the quality-of-service provision.
* Reduce rough sleeping, evictions, abandonments in line with KPI targets and good practice.

1. Volunteering and social work student placements

* Make the best use of volunteers (including clients) to strengthen service delivery by developing the range of volunteer opportunities that draws on the full range of talent and skills available.
* Facilitate the support of student placements including social work and social policy in conjunction with Residential Service Management leading in their supervision.

1. Repairs and Maintenance

* Support the Residential Services Management in monitoring environmental and compliance checks and maintaining service in a good and safe state of repair in line with PIE targets.
* Support the Residential Services Manager and oversee the repairs and works orders for the service to ensure these are updated and reported correctly.
* Liaise with Stonepillow Property and Compliance Manager and lead the team to liaise with contractors to ensure works orders are completed to a high standard.
* Contribute to the development of the planned and cyclical maintenance plans.
* Ensure rooms are cleared which may include changing bed linen, completing laundry and cleaning tasks.

1. Compliance with organisational policies and regulatory requirements

* Always abide by Stonepillow policies and procedures and regulatory requirements and in particular:

- Health and Safety

- Adult and Child/Young People Safeguarding, Professional boundaries, Duty of Care

- Confidentiality, Information Sharing protocols and General Data Protection Regulations

- HR policy or procedure

- Code of Conduct

* Play an active part in the development and implementation of organisational wide policies and procedures.

1. Equality and Diversity

* Be an active proponent to all aspects of equality, inclusion and diversity – by attitude, example and approach.
* Lead the team in creating an inclusive and positive environment for everyone to work and live in.

1. General

* To be ensure that the values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are always present in your practice and behaviour, to ensure our clients are at the heart of our organisation and practice.
* Contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Work collaboratively on projects and priorities with the Residential Services Manager which may vary from time to time.
* Be proactive in keeping up to date with and participating in personal development relating to your work (including policy updates).
* Maintain personal development and career aspirations including participation in 1:1 sessions with your manager, appraisals, reflective practice, intensive case management and training.
* Undertake any other duties as may be required from time to time commensurate with your position and capabilities.
* Provide cover for services as appropriate and participate in extended hours cover outside the core 37 hours Monday to Friday cover as requested by Residential Services Management.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, we reserve the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with valid driver’s licence and business insurance is essential for this role.

Appointment to this position is subject to satisfactory enhanced disclosure via the Disclosure Barring Service.