

Bernicia Group Role Profile

Title: Homeless Support Worker, Care and Support

Reporting to: Homeless Support Services Team Leader, Care and Support

Date: July 2020

Purpose

Deliver excellent housing related support services that meets the needs of families at risk of homelessness.

Accountabilities

Operational

- Deliver excellent housing management services within timescale and in accordance with Bernicia policy and procedure
- Safeguard all clients and their children during their residence, delivering the role of 'Responsible Person' within the Groups safeguarding processes
- Deliver high quality housing related support services from initial assessment to move on
- Represent Bernicia as necessary and attend meetings, training and supervision as required
- Assist in the preparation of statistics, reports and research and participate in monitoring and evaluation systems
- Participate in new initiatives that will lead to improvement in performance and service delivery.
- Assist the Homeless Support Services Team Leader with the day to day requirements of the scheme

Corporate

- Implement health and safety policies and procedures, carrying out suitable and sufficient risk assessments according to risk assessment procedures.
- Comply with all relevant legislation, policy and procedure.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

Essential Skills & Experience

- Good Standard of General Education, preferably with relevant professional qualification.
- Minimum 2 years experience of working in a housing related support service and a proven track record of working with partner agencies to achieve positive outcomes for customers.
- Specific experience of working with safeguarding protocols in the role of ‘Responsible Person’.
- Sound knowledge of the Welfare Benefits system and experience of supporting people to make and appeal claims for benefits.
- Excellent interpersonal and communication skills, both written and verbal
- Advanced IT skills, particularly with Microsoft packages.

Signed by Post holder..... Date

Signed by Manager Date

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.

