



Leighton Linslade Homeless Service

Charity Number: 1117896 Patron: Andrew Selous MP Telephone: 07842 122429

Job Title: Support Worker

Employed by: Leighton Linslade Homeless Service (LLHS)

Hours: 35 hours plus sleepovers

Salary: £19,000 - £20,500 depending upon experience

Annual Leave: 35 days per annum including Bank Holidays

Job Description:

- ✓ To provide face to face contact with guests and service users and to maintain the ethos and standards of the organisation in a professional manner
- ✓ To get alongside and build relationships with and among guests and service users in order to advise, support and encourage as appropriate
- ✓ To complete appropriate documentation for new guests and service users – strong IT skills required, along with a clear understanding of confidentiality and responsibility with regard to storage of information
- ✓ To assist in the general running of Black Horse House Hostel, including reception duties, cooking, ensuring the security of the building and occasional cleaning duties
- ✓ To complete Risk and Needs assessments with new guests and service users
- ✓ To have a caseload of individual guests to key work and review agreed Personal Support Plans
- ✓ To advise and make appropriate referrals regarding support and move on accommodation
- ✓ To develop relationships and work closely with the LLHS team of staff and volunteers as well as external agencies for ongoing support of guests and service users
- ✓ To positively raise the profile of LLHS with local organisations, institutions and the community

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Support Worker Role Overview

We have based the following information on the practical aspects of the position. **We do not expect candidates to necessarily have all the skills and experience in the first instance, however a willingness to work towards these competencies as part of continuous professional development will be essential.**

Overall Purpose of the Role:

The role of Support Worker with Leighton Linlade Homeless Service, based in Black Horse House, is key to achieving successful outcomes for our vulnerable guests.

The Support Worker will share responsibility for developing and delivering a person-centred, strengths-based programme of support.

This will include addressing support needs of our guests and service users to support them in making positive life changes for a sustainable future.

The role will require...

Experience of:

Working in the homelessness sector

Working with clients with drug, alcohol and mental health issues

Working in partnership with other agencies and individuals

Working in a service which values a person-centred environment

As Support Worker, your initial meeting with a new guest will include making the guest welcome and assessing his or her needs whilst gathering essential information.

Working with guests requires a wide range of skills and the...

Ability to....

Conduct risk/needs assessments and prepare risk and support management plans

Deal effectively and appropriately with difficult and challenging behaviour

Work professionally with guests and service users

Communicate clearly and effectively both in written and verbal form

Empower and motivate guests to make positive decisions

Offer help and support in a non-judgemental and unconditional fashion

Work within a person-centred approach

Confidentiality is essential when working with guests, some of whom may be coping with complex and chaotic lifestyles.

We treat every guest with respect.

The role of Support Worker can be challenging and demands commitment.

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Personal Characteristics

Able to cope with the emotional demands of the role

Responsible and reliable

Flexible and responsive to change

Willingness to learn as part of professional development programme

Demonstrate innovation and initiative

Guests are allowed time to settle within the hostel, they are made welcome. The role of the Support Worker is to ensure guests are made familiar with the rules of Black Horse House, the fire procedure, the various rotas to which guests are asked to participate and to sign selected documents of consent with which we can help signpost guests to relevant support agencies.

Weekly key sessions with guests will play an important part in establishing a good working relationship with the Support Worker. At the heart of our service, is our commitment to empowering individuals and supporting them in their recovery journey and importantly, to help prevent homelessness in the future.

Providing Opportunity

Develop trusting, meaningful relationships with the aim to empower people to take a lead in their own support plan, drawing upon personal motivation, strengths and skills

Conduct regular support plan reviews and ensure guests achieve their identified goals

Facilitate key work sessions, effectively signposting guests to external agencies where appropriate

Complete and keep up to date all information relevant to key work sessions

Use motivational approaches when working with guests in order to achieve change and help maximise potential

Work in collaborative ways on mutually agreed goals, changing support plans in accordance with changing priorities

Black Horse House Hostel provides a bespoke service. We are progressing in making our environment 'psychologically informed' i.e. a setting where we consider the feelings, emotions and thoughts of our guests. It is also where we value the commitment made by staff and volunteers. We have established an enabling environment where guests are encouraged to help in many aspects of the daily routine but importantly, the role of Support Worker will be very 'hands on'. We provide a hot meal every evening. Guests help and enjoy the opportunity of working in the kitchen but guidance and support is essential.

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Being Involved

Play an active role in preparing and serving meals

Encouraging and supporting guests in cooking meals

Ensuring personal hygiene, kitchen and food hygiene

As with any position, there is a level of knowledge and understanding required in the role of Support Worker

Knowledge and Understanding

Understanding the relevance of equal opportunities

In depth understanding of the benefits system

Awareness of the issues affecting the single homeless

Appreciation for the changing face of homelessness in view of the unprecedented events of this year (2020)

Appreciative understanding of professional boundaries

Understand safeguarding of vulnerable adults

Competency in using Microsoft Word, Outlook, Excel and Internet Explorer

Other Requirements

Ability to work within a flexible shift pattern

Willingness to cover sleepovers at least 2x weekly

Willingness and ability to lead shifts

Be highly motivated and enthusiastic

Maintain a good sense of humour

To adhere to LLHS policies and procedures at all times

Provide cover for members of the staff team as necessary

Be proactive in reviewing and evaluating own performance

Attend house and team meetings as required

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Additional Tasks

Maintain a state of awareness for the wellbeing and welfare of LLHS guests and service users, enabling difficult and potentially confrontational situations to be averted or quickly resolved

Ensure guests and service users adhere to LLHS rules

Issue warnings which may lead to exclusions when necessary and after consultation with the Project Manager

Collect and accurately record Service Charge contributions and issue receipts

Administer First Aid if necessary (training will be provided)

Ensure that Health and Safety, Food Hygiene and Fire Regulations are met, carrying out and recording relevant paperwork as specified

Undertake any other relevant duties as required

An enhanced DBS check is required of all LLHS employees. Depending on the nature of the offence and the time that it was committed a conviction is not necessarily a bar to appointment, LLHS therefore welcomes applicants who can demonstrate relevant life experiences and that they were able to overcome problems faced by some of the residents we aim to house.

The job description is intended for guidance and is not exhaustive.

The post described is subject to a satisfactory DBS check, references and a successful probation period.

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