



LHA SUPPORT SERVICES

Place of Work:	Eden Park	Location:	Corby, Northamptonshire
Job Title:	Support Worker	Grade:	2 – SCP 1 - 4
Responsible to:	Project Manager		

Job Description

1. Principal Responsibility

To provide caring and professional support to the teenage parents who take up temporary accommodation at Park Lodge, to improve their quality of life and enable them to secure suitable permanent accommodation.

2. Main responsibilities

- i. To assist in assessing potential residents of the project.
- ii. To make residents welcome in the project, ensuring that they know all the facilities available within the hostel and the surrounding community.
- iii. To develop working relationships with other agencies to maximise support for residents of the project.
- iv. To provide sufficient support and accurate advice and information to residents to allow them to access permanent accommodation and other services.
- v. To work with other project staff to develop a programme of activities and support for the residents.
- vi. To assist the Supported Housing Management Officers as required in the housing management functions of the project.

3. Main tasks

- i. To assist in the controlling of access to the project through working in the office/reception, and being the first point of contact for residents and people visiting the project.
- ii. To ensure the security and safety of the building.
- iii. To liaise with the project workers and family support worker to enable a structured working environment
- iv. To assist project workers in their work with issues such as budgeting, debt counselling, claiming benefits, employment and life skills.
- v. To assist project workers to enable residents to access other services such as primary care, education, and other support services.
- vi. To assist residents when moving on to permanent accommodation.
- vii. To assist in the smooth running of the project, assisting with the organising of activities and resolving differences between residents.
- viii. To undertake administrative duties in support of the tasks given above.
- ix. To participate in the staff rota as needed.
- x. To provide a comprehensive and accurate information to project staff on a regular basis.
- xi. To maintain confidentiality during the operation of the project.

4. Common responsibilities:

The following common responsibilities apply to all staff of LHA Support Services:

- Be conversant with, and follow, all the procedures, policies and standards which apply to you in your day to day work.
- Always safeguard the reputation and work to improve LHA Support Services' image both in and away from work.
- Treat with respect any equipment which is owned by LHA Support Services which you use in the course of your work. Ensure that any equipment you use is maintained in good order and kept secure.
- Respond quickly and affectively to customer requirements (both internal and external) and have respect for their needs at all times.
- Always look to improve the service you can offer to your customers.

- Ensure that the resources available to you are used cost-effectively.
- Be accountable for your actions and decisions and carry out your duties responsibly.
- Keep up to date with new developments and activities that relate to your work.
- Identify and reduce ineffective time within your work and your department.
- Produce work of an acceptable quality within agreed timescales.
- Always work in a safe and responsible way ensuring that safety procedures are followed and that you do not endanger yourself or others.

5. **Common behaviours and values**

- **Teamwork:** You must be willing to share knowledge, time and experience with colleagues. You must listen to and consider the views of other team members.
- **Integrity:** You must be honest with yourself and others.
- **Confidentiality:** You must deal confidentially with others when required to do so.
- **Openness:** You must be willing to discuss problems with an open mind and be prepared to give and receive feedback.
- You must be open to new ideas and arguments
- You must care for our customers, both internal and external, and also for our colleagues and organisation.
- You must treat others with courtesy and respect and show tolerance to those whose opinions differ from your own.
- You must carry out work with enthusiasm and direct all your efforts to achieving the organisation's goals.
- You must seek to develop yourself, acquiring new skills appropriate to the needs of the organisation.
- You must be punctual at all times and strive to minimise absence from work.
- All your work must be underpinned by our commitment to equal opportunities.

Person specification – Support Worker, Park Lodge, Corby

	Essential	Desirable
Experience & Qualifications	<ul style="list-style-type: none"> • Experience of working in a supported environment (1&2) 	<ul style="list-style-type: none"> • Experience of working with teenage parents(1&2) • Experience of working with children(1&2) • NVQ or equivalent in relevant field(1&2)
Skills & Knowledge	<ul style="list-style-type: none"> • Ability to keep accurate records including case reports and statistical information(1&2) • Understanding of quality and how it will apply in this environment. (1&2) • Awareness of Health & Safety and how it may be applied in a hostel environment(1&2) • Understanding of the needs of young teenage parents(1&2) 	<ul style="list-style-type: none"> • Knowledge of legislation relating to children & families(1&2) • Knowledge of social housing(1&2) • Awareness of The Child Assessment Framework(1&2)
Communication	<ul style="list-style-type: none"> • Experience of communicating with service users(1). • Ability to keep records up to date(1) 	<ul style="list-style-type: none"> • Excellent communication skills, both verbal and written. (1&2)
Abilities & attitude	<ul style="list-style-type: none"> • Ability to work from own initiative with a minimum of supervision (1&2) • Basic IT skills(1) • Ability to understand and work within boundaries(1&2) • Ability to evaluate work and general practices(1&2) 	<ul style="list-style-type: none"> • Experience of liaising with other voluntary and statutory agencies (1&2) • Working knowledge of the benefits and education system, especially with regards to young people(1&2) • In depth knowledge of Word, Access and Excel(1)
Equal opportunity	<ul style="list-style-type: none"> • Ability to recognise discrimination • Commitment to equality of opportunity within this type of environment(1&2) 	

Key to show how the requirements may be assessed:

1. Application Form

2. Interview

3. Test