

Role Profile

Job Family: commissioned contracts

Job Title: Specialist support worker

Salary: £

Line Manager: Team Manager

Role context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care and support to people who are socially excluded, disabled, unwell or homeless.

Purpose of Role:

Our ethos is one of co-designed services - inclusive of customers' ideas and feedback – services that are truly accessible to people in need of support. You will offer trauma-informed support and we are actively working to encourage peers and experts by experience into the team.

Key Responsibilities:

- Provide information, support and guidance to customers at risk of homelessness to reduce the risk of eviction.
- Support customers with complex needs around tenancy sustainment including budgeting, support to get into training and education, dealing with tenancy related issues, and signposting to specialist agencies.
- Engage with appropriate stakeholders and specialist agencies to improve positive outcomes for people at risk of homelessness.
- Use specialist skill, knowledge and experience to ensure improved understanding of homelessness prevention in the team.
- Offer training, both formal and informal in area of specialism to the team including expert advice and guidance as required.
- Work collaboratively with partners to ensure the best overall outcome for the people of Essex.
- Participate in all parts of the service from the initial referral, being able to confidently triage to the right level of support, completing assessments and crisis support as required and to hold an individual caseload of customers
- Offer support at drop-ins across the County, providing support, advice or guidance as needed.
- Encourage customers to recognise the benefit of additional support services related to their mental health, drug and alcohol misuse problems, or other health issues and assist with access to these services.,
- Plan a structured programme with the customers to reduce the support, making them aware of the drop-in service provided should they need one off support, advice or guidance.
- Promote self-advocacy and advocate for all customers

Team and Organisational Responsibilities:

- Play an active and key role in achieving your teams' objectives;
- Be professional with other departments and stakeholders that you deal with during the course of your work;

- Be supportive of colleagues and promote excellent team working;
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure and quality standards;
- Keep learning and improving your practice. Be open to feedback on your performance from others including learning from mistakes and complaints;
- Externally represent and promote Peabody by being professional and positive;
- Appreciate the importance of recording, maintaining and managing sensitive information and data within your role;
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice;
- Know when and how to report an error, complaint or any concern;
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures;
- Adhere to the organisation and social care Codes of Conduct.

Skills/Experience required

- Experience of working with vulnerable people within an preventative, housing or homelessness service

Knowledge

- A good understanding of housing law and homelessness prevention legislation, including the HRA.
- A knowledge of a variety of support interventions and techniques around homelessness prevention and tenancy sustainment.
- A good knowledge of statutory and community services.
- A good knowledge of welfare benefits.
- A good knowledge of safeguarding vulnerable adults..
- A good understanding of equal opportunities and diversity and how these relate to the support of vulnerable people.
- Understanding of the issues underlying vulnerability and socio-economic wellbeing.

Skills

- Ability to engage hard to reach people, including people in crisis and in chaotic situations.
- Ability to carry out strength-based assessments and support plans.
- Advocacy and liaison on behalf of vulnerable people.
- Able to use IT software packages (e.g. spreadsheets, word processing and databases).
- Excellent written and verbal communication skills.
- Numeracy skills sufficient to advise customers on benefit entitlements, debt issues and household budgeting and management.
- Able to work on own initiative, as well as a being a committed team player.
- Have a proactive and customer centred approach to customer care.
- Able to consider and assess risk to customers and yourself.
- Approachable with a can-do attitude.
- Able to work outside of normal office hours when required.

Peabody Values:

Our employees have helped define the values of the new organisation. We will be:

- **Ambitious** – we are ambitious for our customers, for our communities and for each other.
- **Caring** – we are caring in the way we work, and how we treat the people we work with, whether they're our customers, partners or employees.
- **Collaborative** – we work collaboratively with each other, and with partners and stakeholders, to deliver more for our customers.
- **Empowering** - we support and empower our customers and colleagues to help them realise their potential.
- **Trusted** – we can be trusted to keep our promises; we do what we say we will.