

Job title: Specialist Support Worker

Line manager: Team Manager

Grade (if applicable): C13

Direct reports:



Role Context:

At Peabody we are committed to helping 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.

Role Purpose:

You will deliver high quality and effective support services, which promote the independence, wellbeing and inclusion of customers. You will support and enable vulnerable people to sustain a tenancy living within the community through providing practical and emotional support to encourage tenants to take an active part in the community.

Key results:

- Carry out needs and risk assessments, complete support plans, provide support, and carry out reviews, in accordance with policies and procedures and the requirements of stakeholders and funders.
- Support customers to maximise their income, to access benefits, and to budget to cover domestic bills and living expenses.
- Support customers to sustain their housing and identify and move onto housing which meets their needs.
- Accurately input all client data into an electronic monitoring system and ensure records are maintained to evidence key performance targets and comply with commissioner requirements.
- Liaise promptly with colleagues, partner agencies and other stakeholders regarding safeguarding, welfare, and risk concerns in accordance with Peabody policy.
- Participate in customer reviews, team meetings and training courses.
- Actively promote the remit of the service to a range of customers and other professionals as appropriate. Attend stakeholder and partnership events as required.
- Prompt customers re. medication and encourage self-management of health and wellbeing.
- Work as part of a team to achieve service objectives as identified by the contract requirements.
- Implement the association's equal opportunities policy as an integral part of all duties and always observe the letter and the spirit of the policy.
- Always maintain safe practice in accordance with Peabody's policies.
- Undertake administrative duties and any other reasonable requests from your line manager.
- Ensure that all duties are carried out to the highest standard, and in accordance with policies and procedures.
- To carry out any other duties, within an appropriate level of responsibility as required.
- To promote, at all levels, the service vision, values, and strategic objectives.

Success metrics:

- 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 teamwork.

Version Date:

Signed off by:

- 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.

About you:

You will be:

- Kind, have empathy, a positive attitude, energy, and enthusiasm.
- To be competent and accurate in using Microsoft packages including Outlook, Word and Excel with good literacy skills and attention to detail.
- Self-motivated and experienced in organising and prioritising workloads.
- Ability to communicate effectively with customers, staff, and stakeholders in plain, easy to understand language both in writing and verbally.
- Approachable with a can-do attitude.
- Committed to providing excellent customer service – whether you are in direct contact with customers, speaking to them on the phone or dealing with internal colleagues.
- Effective written verbal and communication skills.
- Good team worker.
- Able to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
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- Be organised and have excellent time management skills along with demonstrable ability to meet deadlines/achieve goals.
- Able to confront and resolve problems.
- Approachable with a can-do attitude
- Be committed to equality and diversity and have a genuine desire to help people with disabilities and/or support needs connect with their community.
- Able to work as part of a team and build and maintain effective and supportive relationships with peers and partners.

You will have:

- Experience of providing support to the designated client group either in a volunteering or professional role.
- An understanding of the importance of a client centred service along with an understanding of customer service in a service delivery setting.
- Experience of assessment of individuals needs and managing risks.
- Experience of working jointly with other agencies and liaising with statutory organisations.
- A thorough and up to date knowledge of health and safety issues relating to the designated client group.
- Knowledge of welfare benefits and of related services provided by the statutory and voluntary sector.
- An understanding of confidentiality and data protection issues.

- An understanding of the concept of housing related support and supporting people to help themselves.
- An understanding of the need to collect data and the benefits for the service.
- Knowledge of diversity and inclusion as they relate to the designated client group.
- Knowledge of related services provided by the statutory and voluntary sector.
- Have some knowledge of the recovery model.